

**QUALITY IMPROVEMENT & VERIFICATION CHECKLIST
TO EVALUATE POSITIVE FEEDBACK**

Use to evaluate: FOs on their feedback to Promoters/CHVs & Promoters on their feedback to CGVs

Date: _____ Name of evaluator: _____ Position/Community: _____

Name of facilitator being evaluated: _____ Position/Community: _____

#	Pre- Evaluation	YES	NO
1	Did the evaluator explain the purpose of the QIVC (to improve and measure work quality)?		
2	Did the evaluator tell the facilitator not to fear, that this is not a test, but rather something to help him/her improve?		
#	Feedback Evaluation	YES	NO
3	Did the evaluator avoid correcting the facilitator during the observation?		
4	Did the evaluator mark all the questions after (not during) the observation?		
5	Did the evaluator give feedback in a private place?		
6	Did the evaluator ask the facilitator how s/he thinks they performed before providing their feedback?		
7	Did the evaluator discuss the most important negative points on the QIVC?		
8	Did the evaluator use examples or demonstrations to explain the correct way to perform anything that was done incorrectly?		
9	Did the evaluator help the facilitator find solutions to the problems s/he has?		
10	Did the evaluator mention anything that the facilitator excelled at?		
11	Did the evaluator use positive body language and encouraging words (e.g., excellent, very good) when providing positive feedback?		
12	Did the evaluator avoid the use of mixed comments (e.g., "This was excellent, but you have to...") when providing feedback?		
13	Did the evaluator always respond to comments from the facilitator in a courteous and respectful manner?		
14	Did the evaluator keep the attention of the facilitator?		
15	Were the evaluator's suggestions complete and specific?		
#	Post-evaluation	YES	NO
16	Did the evaluator ask the facilitator to give a summary of the things s/he should improve and complete this list s/he could not remember everything?		
17	Did the evaluator ask the facilitator to indicate his/her commitment to improve these things?		
18	Did the evaluator ask the facilitator to give a summary of the things s/he did well and complete this list if s/he could not remember everything?		

Provide an overall evaluation of the ability of the evaluator to provide feedback in the space below. Include specific observations, including comments about content/educational messages.

How many YES _____

Signature of evaluator: _____

How many NO _____

Total number of questions _____

Score ____%

Signature of facilitator: _____