

PCS Observation Form for Mentors

AUGUST 2022

Steps for PCS Observation

Prior to the Appointment

- Explain the process
- Ask about the skills they are working on

After the Appointment

- Get feedback from the staff
 - What did they think went well?
 - What could have gone better?
 - Where do they need more support?
- Ask permission to share
- Offer feedback
 - Use examples, be specific
 - Affirm skills they are already using
 - Limit areas to work on to just one or two
- Check back in, what does the staff member think of the feedback?
- Establish next steps

Soft Skills – Watch for the skills during observations

- Opening the Conversation
- Open-Ended Questions
- Active Listening
- Reflective Listening
- Affirmations
- Silence
- Asking Probing Questions
- Asking Permission
- Closing the Conversation
- Using Education Materials Effectively

Record your observations on the next page.

PCS OBSERVATION FORM FOR MENTORS

Staff Member:

Mentor:

Date:

1. Skills observed/suggestions:

2. Skills observed/suggestions:

3. Skills observed/suggestions:

4. Skills observed/suggestions:

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