CRISIS TRAINING CENTER

Observer Worksheet

Observer _____

CISM person _____

Affected _____

Observer Feedback Questions

1. Good introduction and explanation of CISM?
2. Appropriate body language/posture conducive to communicating?
3. Were restatements/paraphrasing/summaries used?
4. Was there a natural flow to the conversation?
5. Were open- and closed-ended questions used?
6. Was silence used as a tool?
7. Good use of problem solving by CISM person and affected together?
8. Did the intervention conclude well?

Use the number above to reference your notes and write down your feedback for the CISM person.