

START:

List any tasks you would like the person to perform. Each one should improve overall performance and help him/her reach or exceed their benchmark or goals. Some examples may be:

- Return phone calls within 24 hours
- Implement timeline expectations for work given to you
- Increase internal and external network of contacts
- Delegate administration tasks

STOP:

List behaviors you want him/her to stop. This list should be the documentation of verbal feedback you have already provided to help the person improve overall performance. For example:

- Do not interrupt others during team meetings
- Stop taking unscheduled time off
- Do not criticize other's work

CONTINUE:

These should be the behaviors that helped the person achieve success. For example, continue to:

- Meet or exceed deadlines
- Leverage the company's internal resources and technology
- Meet with key clients monthly/quarterly

START:

STOP:

CONTINUE: