

Performance assessment

Ineffective feedback

Supervisor, *no notes in front of her*: You know Sarah, I heard the initial interview with Mr. Jobin. I don't know how to say this, but several things need to be corrected!

Sarah, *surprised and irritable*: Really?

Sarah, *thinking*: Seems to me I was better than the last time. I didn't know I was that bad. I wonder how I'll be able to improve...