

Performance assessment

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## **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...