

Suggestions for Giving Bad News to a Student about Performance or Behavior

Opening Statement

“I want to talk to you about (the category of performance).”

Observation

“I’ve observed (describe the performance or behavior).”

Impact

“The impact is (describe the impact on the assignment, the office, etc.).”

Inquiry

“Is there anything else I should know (about the performance/behavior)?”

Request

“From now on, I’d like you to (describe how to improve performance/behavior).”

Excerpt from “Difficult Conversations: Making the Most of Opportunities to Provide Feedback to Externs,” CLE presentation by Kendall Kerew and Timothy Floyd, Georgia Association of Legal Externships (February 2017)