

FIRO feedback checklist

CONTRACTING

- Asked the participant how they experienced completing the questionnaire
- Discussed confidentiality and boundaries of professional practice
- Explained process and structure
- Provided an overview of applications
- Agreed an objective or purpose for the session

INTRODUCING

- Explained the FIRO name
- Discussed the concept of interpersonal needs
- Provided at least brief background information about the FIRO instrument
- Explained scoring: frequency and selectivity (can do this now, at the start of the matrix, or when returning scores)

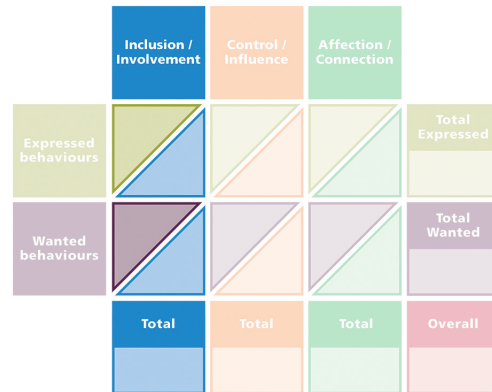
DISCOVERING

	Inclusion / Involvement	Control / Influence	Affection / Connection	
Expressed behaviours				Total Expressed
Wanted behaviours				Total Wanted
	Total	Total	Total	Overall

- Gave a brief overview of all three need areas
- Explained Expressed and Wanted behaviours

Inclusion/Involvement

- Described Inclusion/Involvement in depth
- Gave behavioural examples of low and high scores for Expressed Inclusion/Involvement
- Gave behavioural examples of low and high scores for Wanted Inclusion/Involvement
- (Optional – predict scores H,M or L)
- Returned and discussed FIRO scores
- Explored Expressed Inclusion/Involvement
- Explored Wanted Inclusion/Involvement
- Explored client’s reactions to scores
- Related scores to client’s objective



Observer’s name Date

OPP assessed Standard achieved Y/N

Peer assessed

Section	Pass	Comments
Introduction		
Theory		
Inclusion/Involvement		

General feedback skills

- Developed rapport with client
- Demonstrated active listening
- Included the client and achieved a balance between input and discussion
- Maintained a client focus
- Used materials appropriately
- Created a safe environment
- Made effective use of open questions
- Used appropriate body language
- Followed format and timings

DISCOVERING

Control/Influence

- Described Control/Influence in depth
- Gave behavioural examples of low and high scores for Expressed Control/Influence
- Gave behavioural examples of low and high scores for Wanted Control/Influence
- (Optional – predict scores H,M or L)
- Returned and discussed FIRO scores
- Explored Expressed Control/Influence
- Explored Wanted Control/Influence
- Explored client’s reactions to scores
- Related scores to client’s objective

	Inclusion / Involvement	Control / Influence	Affection / Connection	
Expressed behaviours				Total Expressed
Wanted behaviours				Total Wanted
	Total	Total	Total	Overall

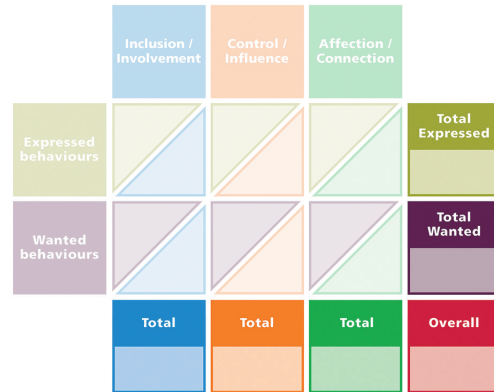
Affection/Connection

- Described Affection/Connection in depth
- Gave behavioural examples of low and high scores for Expressed Affection/Connection
- Gave behavioural examples of low and high scores for Wanted Affection/Connection
- (Optional – predict scores H,M or L)
- Returned and discussed FIRO scores
- Explored Expressed Affection/Connection
- Explored Wanted Affection/Connection
- Explored client’s reactions to scores
- Related scores to client’s objective

	Inclusion / Involvement	Control / Influence	Affection / Connection	
Expressed behaviours				Total Expressed
Wanted behaviours				Total Wanted
	Total	Total	Total	Overall

Total needs scores

- Explored total Expressed and Wanted scores
- Explored total need area scores and core driver
- Explored overall total need score
- Related scores to client’s objective



Closing the session

- Summarised session points and agreed action points
- Provided client with a copy of their *FIRO Report*
- Provided client with a copy of *Introduction to the FIRO-B instrument* or *Introduction to the FIRO Business instrument*

Observer’s name..... Date.....

Section	Pass	Comments
Control/Influence		
Affection/Connection		
Total needs		

OPP assessed Standard achieved Y/N

Peer assessed

General feedback skills

- Developed rapport with client
- Demonstrated active listening
- Included the client and achieved a balance between input and discussion
- Maintained a client focus
- Used materials appropriately
- Created a safe environment
- Made effective use of open questions
- Used appropriate body language
- Followed format and timings