

10 Steps for the Meeting

- 1 Mention employee contribution.
- 2 Say: "I have ___ concerns. Will you make a commitment to listen?"
- 3 Say: "I will listen to you when I am finished."
- 4 State observations and concerns.
- 5 Redirect interruptions, remind of their commitment to listen.
- 6 Say: "I'd like to hear your side now."
- 7 State expectations clearly and explicitly. Refer to job description, rules, or Code of Excellence.
- 8 State *potential* consequences if no improvement.
- 9 Say "I hope we don't have to do that. The choice is yours."
- 10 Set a follow-up meeting and ALWAYS follow-through!

6-Step Model



Observe

See, hear, smell, touch; what others report



Select Intervention

Coaching, OJT, caution, formal discipline



Document

Only objective facts; use official Reasonable Suspicion form



Prepare

Use Preparing for Employee Mtg form, talk to others/EAP, rehearse



Take Action

Success depends on you; expect resistance; refocus sidetracking



Follow Through

A/ways follow-through! Recognize improvement or take additional action