Performance Problem Discussion Preparation Checklist

- Identify the DESIRED and ACTUAL performance in specific, behavioral terms. *Write them down.*

- Determine the negative IMPACT of the problem — the ways others are affected — in specific terms. *Write them down.*

- Identify the realistic CONSEQUENCES the employee will face if the problem is not resolved. *Write them down.*

- Check “past practices.” Have similar problems occurred elsewhere in the organization? How were they handled?

- Determine what type of discussion is appropriate: Coaching? Counseling? Formal Discipline?

- Seek counsel and obtain necessary approvals if formal discipline is involved.

This Solution Finder comes from Positive Discipline. For more information on this and other high-impact WALK THE TALK resources, please visit www.walkthetalk.com.