What **topic do you want to discuss** with your employee?

Make sure they ahead of time, so they can come prepared

**Topic:**

 What is the agreed upon goal in this area?

 **What does good performance look like**?

**Goal:**

**Reality:**

**(Feedback)**

Once the employee has problem solved, with your help, what are they willing to do and by when

Setting a goal and follow up date leaving the discussion is very important. **Does the employee know what they are expected to do and when you expect follow up?**

Set a date/time to revisit performance and their improvement

**Celebrate the small wins!**

**If employee is underperforming**: ask them, “What are some things you can do to improve in this area?” “What else could you try?”

Ideally, they come up with 2-3 different ideas before you share any ideas. If one of their ideas will work, let them try that first!

**If employee is performing well**, ask them, “How do you think you can replicate this success?” “Are there other areas of the business where you could leverage this strength?”

\*People will be more accountable if it is THEIR idea, not yours. Whenever possible, allow them to come up with the solution. If they cannot get there, then you offer suggestions.

 **How is this employee doing vs. the goal**?

 **Ask them** how they think they are doing vs. goal (do they see what you see?)

 Next, give them **specific feedback** on what you have observed in this area

 1-2 examples at minimum so they have a point of reference

**Options:**

**Willing:**

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