

Meeting Process for Corrective Feedback

Prior to meeting with the employee, do preliminary analyses of the performance issue in order to determine the type of issue: Able to, Want to, Allowed to...

When Meeting with the Employee:

- 1. Point out the difference between the present performance and the agreed upon performance standards.**
- 2. Describe specifically the negative impact of the employee's performance in terms of the clients/organization and employee.**
- 3. Get the employee's view of the situation. (Always check to be sure of your understanding of what the employee has done and why before proceeding)**
- 4. Ask employees for ideas on how they can correct the situation, provide feedback and add your own ideas.**
- 5. Explain all the steps of the process for today and moving into the future – and why. State your support for the employee.**
- 6. Agree on an action plan and a DATE TO FOLLOW UP – including any consequences.**
- 7. Express confidence that the employee can correct the situation.**