

Employee Meeting Preparation Checklist

Use these questions and guidelines as you prepare to confront an employee whose performance has deteriorated.

Getting Yourself Ready	Setting the Stage
<p>___ What are your personal feelings about the employee and the problem?</p> <p>___ Accept those feelings and then focus on being detached and objective.</p> <p>___ Consult with someone who can give you professional advice or guidance (e.g., Human Resources staff, EAP Account Manager/Counselor).</p> <p>___ What exactly are you trying to achieve? Focus on this goal.</p> <p>___ Do you feel apprehensive or anxious about confronting the employee? If so, that's normal.</p> <p>___ Make notes on what you are going to say (see next section).</p>	<p>___ Usually the meeting is between you and the employee. However, arrange to have a Human Resources representative or EAP counselor present if necessary.</p> <p>___ Arrange for a private meeting place with no interruptions from telephone calls, visitors, or other employees.</p> <p>___ Identify the best time of day for the meeting, considering the employee's current work habits and behavior.</p> <p>___ Allow sufficient time for the meeting and set a time limit of 20 minutes.</p> <p>___ Set a meeting with the employee "to discuss a matter of importance."</p> <p>___ Don't make the meeting too far in advance.</p> <p>___ Determine the need for Union representation, if applicable.</p> <p>___ What logistical considerations must be made (safety, security, location, time, day of week)?</p>
Anticipating the Employee's Reaction	
<p>___ Think about the situation from the employee's point of view.</p> <p>___ What kind of reaction can you expect? Defensiveness? Hostility?</p> <p>___ Think about ways to get past these reactions to ensure that the employee actually hears and understands your message:</p> <p style="margin-top: 20px;">"Your job performance has deteriorated, and you face serious consequences if the problems aren't resolved."</p>	

Prior to the confrontation meeting, write down exactly what you want to say in each of these four important areas.

What is the problem?
What must be done to correct the problem? By when?
What are the consequences if the employee does not improve? <i>(Specific consequences may not be necessary for the first confrontation. This depends on the seriousness of the problem.)</i>
How can the employee get help with correcting the problem? <i>(Have EAP or other referral or assistance information ready.)</i>