Use this worksheet to help evaluate a performance/conduct-related issue and develop a dialogue to seek resolution. This checklist should assist you in providing difficult feedback to your supervisees in an empathetic manner, while maintaining accountability for the results.

**Identify the problem**
- Determine the nature of the problem
- Determine the severity of the problem
- Determine the details of new occurrences
- Conduct a problem analysis
- Consider the employee’s work history
- Gather data and documentation
- Develop possible solutions

**Provide feedback to employee**
- Meet with the employee to discuss the problem as soon as possible
- Ensure privacy and adequate time for this discussion
- Ask employee for his/her side of the incident
- Use effective listening skills
- Communicate your expectations and the impact of the issue
- Stress the importance of immediate performance improvement
- Support the employee with tools, resources and training
- Provide an opportunity for the employee to respond and provide solutions
- Mutually decide on improvement plans
- Agree upon time limits for correction of the problem
- Specify consequences if the problem is not corrected
- Summarize the conversation in writing
- Provide frequent feedback related to expectations
- Maintain balance though positive and constructive feedback

**Take further action if needed**
- Recognize and praise improvement
- Address lack of improvement with the employee
- Discuss corrective action with your supervisor and/or HR, as appropriate

Adapted from ExecuTrain training materials.