



4. Explain the need for change. Ask for and record ideas.

A.	B.

5. Discuss each idea. Express your support.

A.	B.

6. Decide and record action(s) and timing. Set a follow up date.

A.	B.

Commitments given.

A.....

B.....

Timescale for actions.....  
 .....

Date of next meeting...../...../.....

Purpose/type of next meeting.....



**8. Explain the consequences of no improvement.**

A.	B.

**9. Decide and record specific action and timing. Set follow up date.**

A.	B.

**10. Express confidence in the person to resolve the problem.**

A.	B.

**Commitments given.**

A.....

B.....

**Timescale for actions**.....  
 .....

**Date of next meeting**...../...../.....

**Purpose/type of next meeting**.....



**12. Explain the action that you are taking, and the reasons.**

A.	B.

**13. Discuss and document future behaviour needed. Set follow up date.**

A.	B.

**14. Express your confidence that they can correct the behaviour.**

A.	B.

**Commitments given.**

A.....B.....  
 .....

**Timescale for actions**.....  
 .....

**Date of next meeting**...../...../.....

**Purpose/type of next meeting**.....



**16. Compliment the achievements; summarise problems identified.**

A.	B.

**17. Ask for and discuss ideas to solve the problems identified.**

A.	B.

**18. Decide and record specific actions and timing; set a follow up date.**

A.	B.

**Commitments given.**

A.....

B.....

**Timescale for actions.....**  
 .....

**Date of next meeting...../...../.....**

**Purpose/type of next meeting.....**





**20. Provide factual information, personal experience, and your position.**

A.	B.

**21. Clarify specific actions. Set follow up date.**

A.	B.

**22. Thank the person for bringing the concern or complaint to you.**

A.	B.

**Commitments given.**

A.....

B.....

**Timescale for actions**.....  
 .....

**Date of next meeting**...../...../.....

**Purpose/type of next meeting**.....



**24. Provide the appropriate form of praise or recognition.**

A.	B.

**25. Sincerely thank the person.**

A.	B.

**Additional issues**.....

**Notes for further action**.....

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**27. Ask for and note possible solutions. Evaluate suggestions.**

A.	B.

**28. Decide and note specific actions.**

A.	B.

**29. Set date and time for follow-up.**

A.	B.

**Commitments given.**

A.....

B.....

**Timescale for actions.....**  
.....

**Date of next meeting...../...../.....**

**Purpose/type of next meeting.....**



**31. Commit to providing further information. Set follow up date.**

A.	B.

**32. Ask for help to make the change work.**

A.	B.

**Issues remaining:**

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.....

**Actions:**

.....  
.....

**Timescale for actions**

.....

**Date of next meeting**...../...../.....

**Purpose/type of next meeting**.....





**34. Explain the disciplinary action and the reasons.**

A.	B.

**35. Stay calm and respond with empathy.**

A.	B.

**36. Specify how and when the dismissal will occur.**

A.	B.

**Commitments given.**

A.....

B.....

**Timescale for**

**actions.....**

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**38. Discuss each idea and express your support.**

A.	B.

**39. Decide and record specific actions and timing. Set follow up date.**

A.	B.

**40. Express your confidence in the person to achieve the expectations.**

A.	B.

**Commitments given.**

A..... B.....  
 .....

**Timescale for actions.....**  
 .....

**Date of next meeting...../...../.....**

**Purpose/type of next meeting.....**