

Resolve Employee Behavior Issues

Action Plan

Date	Action	Comments
	Gather and evaluate all of the relevant information.	
	Schedule a private meeting, keep your voice calm, and speak slowly.	
	Keep the focus on the problem behavior, not the employee.	
	Encourage open communication and listen to the employee's perspective.	
	Keep the conversation focused on the current behavior issue.	
	Do not lose your temper or make threats. Remember that the behavior is not directed at you and may be the result of other issues outside of your control.	
	Define acceptable behavior.	
	Collaborate with the employee to develop an action plan, benchmarks, and consequences; stay focused on results.	
	Carefully document the meeting and the action plan that both of you sign.	
	Schedule a follow-up meeting to evaluate progress.	