

# Problem Resolution Outline

Managers Name: \_\_\_\_\_ Meeting Date: \_\_\_\_\_

Employee's Name: \_\_\_\_\_

Meeting Objective:

Identify Reason for meeting:

1. Explain reason for meeting
2. Get acknowledgement that there is a problem or performance issue that needs to be addressed.
3. Ask employee to explain the underlying cause of the problem or performance issue.

Document Reasons:

4. Get a commitment from the employee to resolve the issue.
5. Create a written plan to address the issue.

Resolution Plan:	Accountability of:	Due By:
1.		
2.		
3.		
4.		

6. Get a commitment from the employee to the plan.
7. Follow up on the plan. (With-in 10 days)
8. Re-evaluate the situation and repeat steps 4-7 if needed.

Managers signature: \_\_\_\_\_ Employee Signature: \_\_\_\_\_