

**COUNSELING
DISCUSSION GUIDE**

1 Describe the problem in a non-threatening manner. Be specific. PAUSE!!

2 Indicate your reason for concern and ask for help in solving the problem.

3 Discuss details and probe for causes. Listen openly and respond empathetically.

**4 Ask the employee, A. What can you do to improve or change this situation? PAUSE!!
Discuss alternative for solving the problem.**

5 Decide on specific actions to be taken.

**6 Discuss Consequences if there is no improvement. Schedule a follow-up meeting.
Express your confidence in the employee.**