

STEPS OF A CORRECTIVE ACTION INTERVIEW

- I. Observe and Document patterns of deteriorating performance and or behavior.**
- II. Be specific about what, when and where, but NOT WHY.**
- III. Prepare - discuss matter with your immediate supervisor and contact EAP for guidance.**
- IV. Conduct the Interview:**
 - A. Meet privately - allow sufficient time in a private location, prevent interruptions.**
 - B. Remind the employee of the good things they have accomplished.**
 - C. Review the facts that demonstrate decline of job performance or behavior.**
 - D. Review the performance and/or behavioral expectations using KEAP Supervisory Referral Form.**
 - E. Review the KEAP Fact Sheet.**
 - F. State the consequences of continued poor performance or behavior.**
- V. Set time table for performance reviews.**
- VI. Follow up interview with performance reviews**

Tips:

- Conduct the interview at the outset of the problem**
- Avoid diagnosing or trying to “fix” the employees problem**
- Avoid getting “sucked in” to employee’s explanations, excuses or rationalizations**
 - Be prepared for the employee’s denial or hostility**
 - Stick to job performance and/or job behavior only**
- Please respect your employee’s privacy by maintaining confidentiality**