

Interaction Guidelines – Low Performer Conversation

1. OPEN

Do not start the meeting on a positive note or allow them to interrupt you. *What specific behaviors have you observed and what deviation from the Behavioral Standards have you noticed? How will you describe what you have observed?*

2. CLARIFY

How does this person's behavior impact you, the team, the patients? How is this behavior out of line with the unit's goals? How will you ask about the personal goals of the individual?

3. DEVELOP

What specifically does this person need to do to improve and what are your expectations, including a timeline.

4. AGREE

What will be the consequences of their continued behavior? How will you be tracking their performance for the necessary changes?

5. CLOSE

How are you going to follow up with them and what is the timeline?