



Step 1

Gather relevant information
Go to the source
Give reasonable notice
Meet face-to-face

Step 2

Have the "crucial conversation"
Describe the problem/issue
Listen for understanding
Always assume the best intentions

Step 3

Develop a plan of action
Decide upon evidence of progress
Determine a reasonable timeline
Define responsibilities

Step 4

Implement the plan of action
Meet repeatedly to monitor progress
Modify the plan of action or responsibilities if needed

Step 5

Involve the next level of support if resolution cannot be achieved
Continue to assume best intentions
Seek common ground moving forward
Gather additional relevant information
Document strategies utilized in the plan of action
Develop new strategies/solutions for success moving forward

WHS
Resolution/Problem Solving
Process