COUNSELING 8 STEPS

1. **The Friendly Greeting**
   - Inconspicuously invite the employee to the office
   - Your voice should be low key
   - It can reduce the anxiety

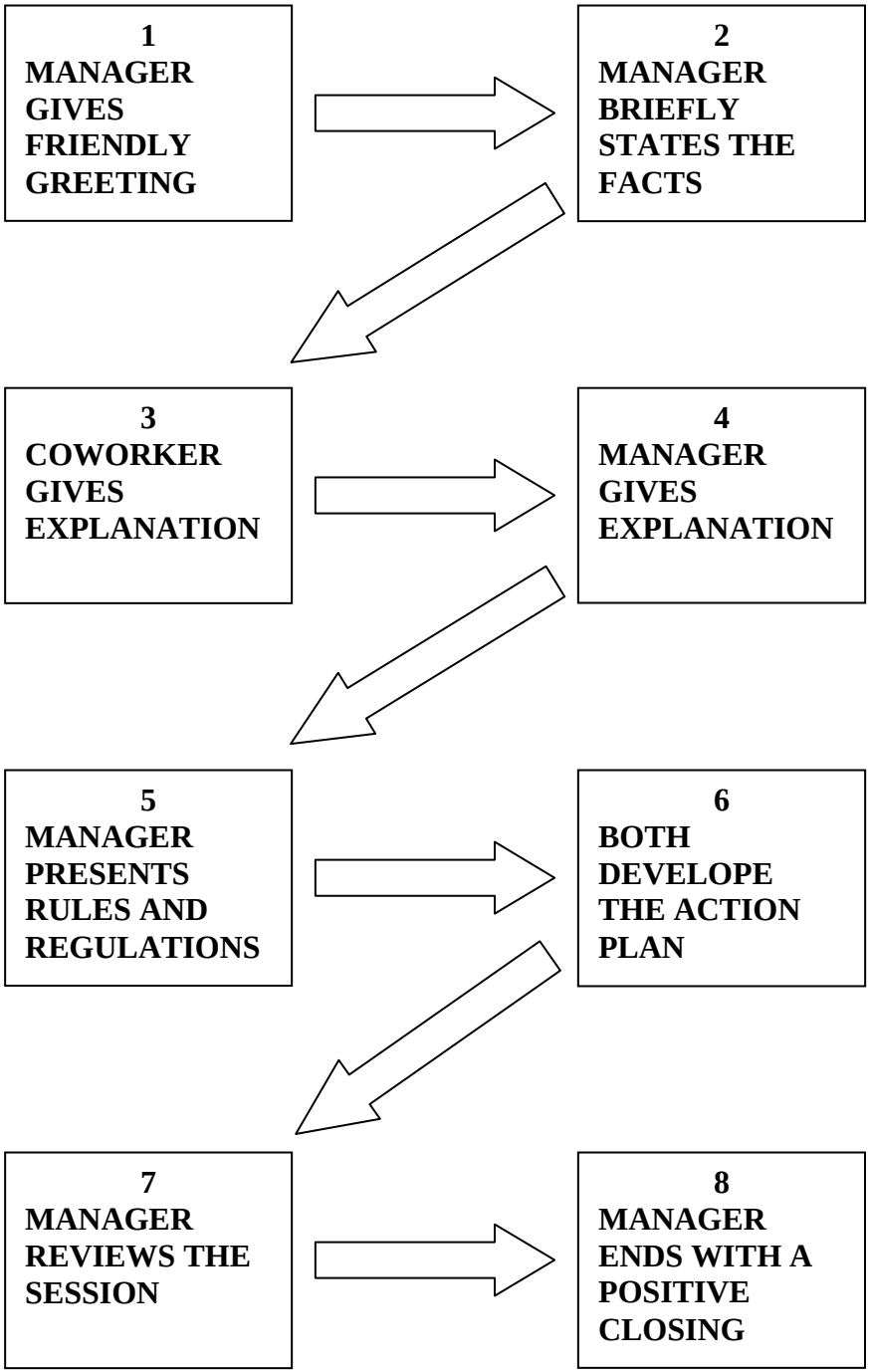
2. **Briefly State the Facts**
   - Factual observations
   - Keeping this brief can reduce the anxiety

3. **Coworker Gives the Explanation**
   - Be a careful listener
   - When one person talks the other listens
   - You may have to prompt the employee

4. **Manager Gives the Explanation**
   - Begin with reviewing the employees explanation
   - This can spur more dialog you may have to recycle through step 3 again

5. **Presentation of the Rules, Regulations, and Laws**
   - Must have a good knowledge of the rules
   - Don't make statements that say you disagree with the rules, you represent the Dept.
   - State the rules for the employee

6. **The Action Plan**
   - This session can be a reminder of their responsibilities
   - Establish a follow up "Administrative Controls" meeting with specific milestones

7. **Review the Session**
   - A quick review of the session
   - Gain a common understanding of what has been covered and agreed upon

8. **Positive Ending/Close**
   - It should be brief and to the point