

1] DEFINITION

Date / /

What is the specific problem

MUST BE SIGNED BY BOTH PARTIES FOR AGREEMENT

2] CAUSATION

What is the Cause &/or the behaviour displayed. Perhaps the problem is not the real issue?

3] FACTS

Do not assume the answer. Investigate the facts, not theories. Record examples.  
What/Who made the decision – and why?

4] EMOTIONS

(Don't over act and nor will they!)  
Determine the person/s mood and delay if negative. If you leave it for a while it's not so "fault finding", to you or to them.

**DECISION MAKING PROCESS**

**[Rating]**

1] IMPORTANCE

[ ]

Identify the problem and evaluate it

2] BENEFITS, List all:-

A] For "The Gain" [ ]

B] Against "The Pain" [ ]

3] DECISION

It is based on Fact or Theory [ F-T ]  
Is it based on Emotions of Logic [ E-L ]  
Are you being objective of subjective [ O-S ]

**RECTIFICATION PROCESS**

1] QUALIFY

Explain from you position and understand theirs. Attack the issue and not the person  
Maintain or enhance self esteem  
-be specific - be sincere

2] FEED BACK

Ask for help in solving the problem  
- Always be prepared to ask WHY!  
- Seek to develop ideas  
- Provide support without removing responsibility

3] RESOLUTION

Suggest how you perceive to resolve

-What can you do?  
-What can they do?

5] AGREEMENT

What if going to be done.

6] RESULT OF OUTCOME:-

A] For us [ ]

B] For them [ ]

**DELIBERATE WITH CAUTION, BUT ACT WITH DECISION: AND YIELD WITH GRACIOUSNESS OR OPPOSE WITH FIRMNESS.  
(CHARLES HOLE)**