



Employee Counseling Roleplay – F.O.C.U.S

1. Frame the Conversation (Establish the Environment)

"Thanks for taking the time to meet with me today. I want this to be a professional, respectful conversation where we can address some concerns and work toward a positive outcome. I've ensured our conversation remains private, and I ask that we both maintain a respectful tone throughout."

2. Open the Dialogue (State the Purpose of the Meeting)

"The reason I asked to speak with you today is (describe the specific issue or behavior). I want to understand your perspective and work together to find a path forward."

3. Clarify the Issue (Listen and Provide Context)

"To make sure I fully understand your perspective, here's what I've heard you say..." "Just so I am clear..." "It's important that I get this right, so I want to confirm my understanding before we move forward."

4. Understand and Set Expectations (Address the Violation or Concern)

"Based on what we've discussed and the expectations of our department, it appears that (describe the specific issue, policy violation, or behavior). "Because of this, I am documenting this conversation as a (verbal counseling, written warning, or policy review) to ensure we address this appropriately." **Follow FBOR**

5. Set a Path Forward (Develop a Plan for Improvement and Close Positively)

"Here's how we're going to address this moving forward. "I'm here to support you through this process, and I want to make sure you have the resources you need to succeed. "Thanks again for your time and have a good rest of your shift."