BIG BEARDED GINGER

The Missed-Expectation Talk

How to use the sheet

Something did not get done the way you expected. Before you blame the person, find out what got in the way. Most misses are a system problem wearing a person's name.

Do it in private, on the floor, the same shift if you can.

1. **Say what you saw and why it matters.** Stick to the work. "The line was down 20 minutes because the changeover sheet was not filled out." Then ask: "Did you know that was the expectation?"
2. **Ask what got in the way.** Then listen. Was it clear? Were they trained? Did they have the time, tools and people? Is the process itself broken? Check those before you check effort.
3. **Agree on one change and a date.** Who does what, by when, and what you will do to help. Have them say the plan back to you in their own words.
4. **Check back on that date.** If it got better, say so out loud. If it did not, look at what you gave them before you look at them.

Write down the work, not the person. If it is a safety issue or something bigger than coaching, use your company's normal process.

> Print it or type in it.

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