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## Name & Department

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# One-on-One with [challenging Employee]

Date: 5<sup>th</sup> September 20XX

## OPENING WITH EMPATHY

- How are you doing? Is there anything on your mind you'd like to share?
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- I want this to be an open and constructive conversation.

## DISCUSSING CONCERNS

- I'd like to discuss [specific issue]. Can you share your perspective on this?
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- What do you think might be contributing to this situation?
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- How do you think [team member X] views this situation?
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## EXPLORING SOLUTIONS

- I believe in small iterative improvements. How do you think we can address this issue together? What could be a first step towards a better status quo?
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  - Are there any tools, support, or other adjustments that might help improve the situation?
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## SETTING EXPECTATIONS

- How can I best support you in achieving the desired changes?
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- Here's what I need from you moving forward.
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- Let's agree on a plan and timeline to address these concerns.
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- To summarize: When will we meet again?
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- To summarize: Who is responsible for which tasks?
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## CLOSING

- I appreciate your willingness to help us improve.
- What else should I have asked in this conversation?
- Is there anything else on your mind?