

# The Sandwich Method

*Step 1*

**S**tart with a  
friendly greeting

Very brief, just to  
break the ice

*Step 2*

**A**ir your  
view (briefly!)

Don't assume guilt

*Step 3*

**N**ow let  
employee explain

Deal with deflecting

*Step 4*

**D**o a repeat  
back to employee

Look for EAP Flags

# The Sandwich Method

*Step 5*

**W**hat rules &  
regs state

Do coaching in here

*Step 6*

**I**nitiate plan of  
action/admin control

Commitment to  
change behavior

*Step 7*

**C**over and review  
points of meeting

Summarize meeting  
and issues discussed

*Step 8*

**H**ave a positive &  
supporting close!

Separate person from  
behavior



# The Sandwich Method

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**S** tart with a friendly greeting

**A** ir your view

**N** ow let the employee explain

**D** o a repeat back to employee

**W** hat are rules and regs for performance

**I** nitiate plan of action/administrative control

**C** over and review feedback

**H** ave a positive supporting close!