



## **The One to One Problem Solving Interview**

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### **GET - GIVE - MERGE - GO**

This problem-solving model is based on the premise that you as a ‘leader’ have earned the ‘respect’ of those who you wish to give feedback to.....and they trust that you are acting in their best interest.

Feedback (either positive or negative) tends to be most effective if:

- It is timely, and soon after the fact
- It is specific and descriptive
- It is not emotionally driven
- It is private (but may not be confidential)



When giving negative feedback you also must be sure that:

- The feedback is something the person can do something about.
- And, the feedback must take into consideration the needs of the person receiving it

## **THE INTERVIEW...**

Once these conditions are met, then:

- Give advance notice for the discussion
- Meet, if possible, in a neutral territory

Open the meeting with a clear statement of your concern using an “I” statement.

EXAMPLE:

- **I**, (express feelings and / or thoughts).....
- **WHEN YOU**, (describe the behavior of other person in specific / descriptive terms).....
- **BECAUSE**, (the reason why your thinking and / or feeling the way you are).....



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Once the issue has been clearly stated then:

- GET the other persons perspective / point of view on the issue / concern at hand.
- Ask 'open-ended' questions / 'neutral' questions.
- Ask secondary questions and;
- ACTIVE LISTEN
- GIVE your perspective, point of view. Use 'I' messages
- GET and GIVE solutions to the issue at hand, Brainstorm ideas.
- Be creative and open to new ways of dealing with problems.
- Based on the discussion, develop an action plan. Who will be doing what by when? How will we know this has been successful? What follow-up do we need? Establish Dates.

Upon conclusion of this discussion it may be necessary to provide a written summary of your agreement to ensure follow-up. Be prepared to provide coaching and support as needed.

End on a positive note. Mention something about the person's behavior that is positive, using the "i" message formula.