Correcting Employees

What did they get wrong and why is that a problem:

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Questions to ask them

> ➤ Walk me through what you did.
> ➤ What did you want to happen?
> ➤ What happened instead?
> ➤ Why do you think that happened?
> ➤ What will you do next time?

Explain your expectations and agree on a next step

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