STEP 1: CONNECTION
Check-in, empathise, and build trust.

STEP 2: OBJECTIVE
State the desired outcome of the meeting and the context in which the issue occurred.

STEP 3: ISSUE
Share observations and discuss the impact the issue had.

STEP 4: CAUSES
Create a shared understanding of why the problem occurred.

STEP 5: ACTIONS
Determine measures to address the causes and prevent the issue from recurring.

STEP 6: CLOSURE
Wrap up the conversation and set up a follow-up meeting if necessary.