# CAT L. USER GUIDE

## Table of Contents

## 4 Troubleshooting

Cat is designed to function without problems. In the unlikely event that she begins to operate erratically or out of character, the surest way to determine the root cause is to engage in one-on-one consultation. Be prepared with a clear set of symptoms of dysfunction and your own ideas of corrective action, but encourage Cat to vocalize and explore causes, effects, and opportunities to repair the malfunction. You will find her willing to take correction, especially when she helps to design the action plan to improve.

For example, if you receive feedback from a Racker that Cat's demeanor in a meeting was inappropriate, especially if this seems to be a trend, you might follow these steps:

1. Arrange a time to meet with Cat.
2. Share the circumstances of the event and the perception of the reporter.
3. Get Cat's recollection of events.
4. Explore with her what was going on at the time, why she handled things the way she did, what warning signs she could have looked for, and how she could have responded differently.
5. Help her determine necessary actions to address the actual event (if remediation is needed) and how to move past it.
6. Where possible, encourage her to determine the corrective actions herself, offering guidance if asked.

Cat will expect to set some near-term goals, which are attainable and measurable, to track progress and improvement, following a correction. Once the new behavior is fully incorporated in to her operating system, it will no longer require special focus.

➡ **NOTE: Cat can become overwhelmed in particularly intense situations and might need a little time to collect her thoughts and reign in her emotions. In cases like that, she is likely to step out for a while, compose and send a well thought out email, and then arrange a meeting to discuss the situation. Be patient. You will find her to bevreceptive to your guidance, willing to take responsibility, and eager to prove that she can adapt.**