

Performance Improvement Plan of Action

Once a pattern of declining job performance has emerged, it must be documented and a Performance Improvement Plan of Action must be established. Referral to the EAP may be part of the Performance Improvement Plan to assist the employee in restoring his or her performance to acceptable standards. Following this Performance Improvement Plan of Action Outline can help establish an effective intervention and foster performance improvement for a poorly performing employee.

1. Document observations of the employee's job performance.

- Dates
- Times
- Places
- Behaviors

Remember: if it isn't written down and documented, it didn't happen.

2. Prepare to give feedback

- Address the documented concerns in a timely manner
- Choose a meeting time and place that will be private and uninterrupted
- Allot enough time to avoid feeling rushed

3. Discuss the job performance standards that are expected of the employee.

- Review the job description
- State specific expectations
- Issue times frames and/or deadlines

4. Explain that these standards are important because of their impact on the work environment and the organization's business needs.

- Give the "big picture" perspective
- Be positive yet firm

5. Ask the employee to address his/her failure to meet the specific job expectations, then help to establish a plan to bring performance up to standard.

- Jointly problem-solve organizational and logistical issues.
- Directly address any inaccurate assumptions.
- Identify and document possible solutions.
- Decide on specific actions to be taken by employee and employer
- Agree on specific follow-up dates.
- Suggest/refer to EAP if appropriate (see Quick Guide to Performance Referrals).

6. Inform the employee of the consequences should he/she fail to meet job performance expectations.

- Plan ahead. Consult with a Human Resources representative. Know the exact disciplinary action(s) that will be taken.

- Be specific. Use dates, performance measurements, etc. whenever possible.
 - Be prepared to enact that disciplinary action should the employee's performance not improve.
7. Continue to monitor the employee's job performance and to review progress with the employee within a specified time period.
- Follow the Plan of Action
 - If the Plan of Action is not followed, the well-being of the employee and the organization will suffer.