

Performance or Discipline?

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Today, we discussed your insubordination in the staff meeting that took place at 10:00 a.m. After I informed the team of the new policy, you stated in a loud manner that you were not going to comply. You further stated you did not agree, and you believe you should have been consulted.

I explained to you in our meeting just now that the proper way to handle any objections to policy I am implementing is to discuss it with me in private. You stated you did not have time for that. I then further explained insubordination and stated I expect compliance and appropriate behaviors going forward.

I believe this accurately represents our conversation. If there is anything in this email you believe does not accurately represent our conversation, please let me know by close of business tomorrow. Otherwise, I will assume we are in agreement.



Performance Improvement Plans

30 day

60 day

90 day****



Performance Improvement Plan (SAMPLE)

DATE:

TO:

FROM:

RE: Performance Improvement Plan

Statement of the Problem

It has come to my attention that there are a number of areas of concern with your performance. These areas include:

- **Your failure to maintain your call log schedule and prolonged absences in which you are unavailable to take calls.**
- **Numerous errors in emails with typos, and in billing with incorrect information.**
- **Poor communication skills resulting in members not understanding the resolution of their concern.**

Summary of Previous Discussions:

We met in my office on May 3, 2022, during which time I discussed the increasing frequency of errors in your communications. I followed up with an email outlining the steps you needed to take to minimize errors, for example, proofreading.

On July 24, 2022, I began to notice a pattern of inactivity in the call logs on a daily basis. We met to discuss this and I informed you it appears that you were not logged into the system from 1-2 daily, thereby extending your lunch hour. I informed you this could not happen again.

On September 9, 2022, I received a call from a member regarding the MLS policy. They were thoroughly confused. I received a number of similar calls from members for the next month. We discussed this and reviewed the policy to clarify your understanding. Since that time, I have continued to receive calls regarding the same policy.

Actions to Improve Performance:

(State specific actions, e.g., “You are to...,” “You will...”)

Consequences of Failure to Improve Performance

If, at any time, during performance improvement period you should encounter a concern or roadblock in achieving the above-mentioned improvement goals, it shall be your responsibility to come to me, explain your issue and seek assistance to rectify the issue impeding your progress.

To assist you, we will meet bi-weekly during the performance improvement plan. You are to schedule these meetings with me in advance. Throughout the duration of performance improvement plan, should you fail to make the necessary outlined improvements to your work performance, you may be subject to additional disciplinary action up to and including termination of employment.

My signature indicates that I have received and understand this document.

Progressive Discipline

The background of the slide is a photograph of a modern, minimalist interior. It features a wide staircase made of light-colored concrete steps that leads up to a bright, open area at the top right. The walls and floor are also made of large, light-colored concrete panels, creating a clean, industrial aesthetic. The lighting is soft and even, highlighting the textures of the concrete.

1. Oral – documented in the disciplinary actions format
2. Written
3. Suspension – with or without pay
4. Termination

DATE:
TO: Employee
FROM: Supervisor
RE: Oral Reprimand – Negligence (SAMPLE)

This memorandum will serve as an oral record of today’s discussion regarding your negligence.

Statement of the problem:

On February 27, 2012, a coaching memo was given to you regarding your job performance. See attached coaching memo. Items were outlined in the memo that needed immediate attention. One of the listed items was:

“Update the process for setting up new PCs to allow for new inventory procedures by 3/5/2012. Review this with Supervisor and Director on 3/5/2012. See attached procedure.”

The “Setting up a New PC” process outlines the step-by-step process for how to create a work order (ticket) for new PCs. It includes a check list so steps will not be forgotten. I have noticed on several occasions that you have entered incorrect or incomplete information.

Prior discussion or warning on this subject:

April 10, 2002

Issue: New laptop was delivered and you failed to install the necessary software thus making the laptop not functional.

Action Taken: I spoke with you about the above situation, I asked you to please refer to the coaching memo received two days prior, that the process on rolling out the new PCs.

May 3, 2002

Issue: New desktops delivered that were put in as duplicate work orders for the same user.

Action Taken: On May 3, our COO was my backup due to me being out. The COO spoke with you about the above-mentioned ticket; he stressed the importance of getting all the information into the work order correctly.

Statement of policy on this subject:

This action is being taken as a result of your violation of the policy outlined in our Employee Handbook:

“Carelessness in, omission of, or inattention to, the performance of assigned duties and responsibilities. Negligence is synonymous with carelessness and signifies lack of care, caution, attention, diligence, or discretion.”

Summary of corrective action to be taken:

Your inability to complete work accurately renders you unable to work towards the goals of the team. Your current work performance and negligence is detrimental to the team and is unacceptable. You are to immediately begin focusing on your work, take whatever action is needed to ensure every work order and correspondence is 100% accurate, with no exceptions.

For the next two weeks, I will sit with you to ensure that you are following proper procedures. You will need to find ways to utilize technology to make the process not only easier, but more accurate.

Consequences of failure to improve performance:

Any further violations and behaviors that are considered negligent will result in further disciplinary action, up to and including termination.

My signature indicates that I have received and understand this document.

Want help?? We're here for you!



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THANK YOU.



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