

Guide to Addressing an Employee's Performance

As a manager at Hope, we don't have a one size fits all approach to addressing performance. We allow each manager to determine what is best and what works for your area. Here are some general guidelines on how to address performance or behavior issues with an employee.

- Verbal conversation/warning
 - Address matters on the spot if possible or soon, make sure they are timely
 - Identify the area of concern and the expectations for the future
 - Follow up in writing if needed (an email) to reiterate the conversation and provide the concerns and expectations so the employee can go back and read it
- Written warning
 - Provide a written warning after verbal conversation(s) have taken place and no change has been made alongside a verbal conversation
 - A written warning is more formal in nature to clearly lay out the issues/concerns and expectations but will also include possible outcomes (ie: leave, termination, change in duties, etc.)
- Performance Improvement Plan
 - Provide a Performance Improvement Plan when there are concrete/tangible behaviors that need to change. The PIP allows employees a time period to make change with regular
- Terminations-how to handle, steps to take, complete separation, collect keys, ID, parking pass, computers, etc.