

SAMPLE PERFORMANCE IMPROVEMENT PLAN #1

On DATE, we met to discuss your performance in the position of X. In that meeting, I brought to your attention my concerns regarding your recent workload review, where I found that documents were frequently sent out with typographical errors, and were often not timely, based on the incoming request.

You indicated that you were using the spell check and could not understand why errors continued to appear in your typed reports, and that there were many features that would help you work more efficiently, but you had not been trained to use them. You also stated that you type the same letter several times, with only minor changes, and that this takes up a lot of your computer time.

You also stated that you were not able to mail all your correspondence on time because there were too many interruptions at your desk at the end of the day.

I indicated to you that spell check will not catch words that are spelled correctly but are not correct in the sentence (i.e., fund rather than found and forged rather than forget) and that you must proofread your documents prior to sending them out.

PERFORMANCE IMPROVEMENT PLAN

Spend one hour each week using the Microsoft Word tutorial program.

Attend the next macros and advanced procedures class.

Streamline desk procedures to allow two mail pickups per day (i.e., get UPS stickers, and prepare envelopes in advance during down periods).

I will further provide assistance as follows:

- Provide a telephone back up for you for one half hour in the morning and one half hour in the afternoon so that two mail deliveries can be made from our office during the course of the business day instead of mailing everything the next morning.
- Approve your request to develop standard boilerplate in the instances you mentioned, so that typing errors can be minimized, and productivity increased.

I will meet with you on Friday mornings for the next 30 days to discuss your progress.

I am fully confident of your ability to improve, and I thank you for bringing your concerns and suggestions for improvement to my attention. I look forward to working with you to implement our ideas.

SAMPLE PERFORMANCE IMPROVEMENT PLAN #2

EMPLOYEE NAME’S Performance Improvement Plan

Jointly developed by (Employee’s Name) & (Supervisor’s Name) on (DATE). Improvement in these areas will lead to meeting all of the expectations of a(n) CLASSIFICATION. When that is accomplished, “stretch” opportunities can be offered.

Areas for Improvement	Performance Improvement Plan
Quality of Work	Think: “Am I doing this the most efficient way possible?” Work smarter, not harder, to reduce the time spent on less critical issues. Proofread written documentation (i.e. emails, memos, letters) for clarity, errors and/or omissions prior to submission.
Quantity of Work	Set timelines for tasks (milestones, deadlines) and track progress. Submit weekly status report for each project to manager for review and discussion.
Adaptability	Systematically consider all available facts before solving the problem. Make a work plan for complex tasks to include: Who to speak with, What will be needed, How best to approach it, Likely obstacles to be encountered.
Work Habits	Balance time on tasks/projects so they can be completed by due date assigned. Establish and/or maintain effective work relationships with manager, staff, and coworkers. Share information/knowledge with other supervisors and manager.
Prioritizing Tasks	Make a list of tasks for the next day, and rank them in importance. Focus on the big picture – how crucial the task is/impact on department. Delegate non-supervisory tasks to appropriate staff.
Keeping Manager Informed	Discuss current assignments with manager and their progress and/or any obstacles to progress. Notify manager in advance if task/project cannot be completed by due date to prioritize work. Discuss upcoming assignments with manager – plan of action, timeframe, and timeline.
Supervisory Skills	Clearly communicate the responsibility and expectation for each employee you supervise. Hold regular 1:1 meetings with each employee you supervise to discuss their performance. Ensure that you are handling supervisory tasks and responsibilities within the unit. Attend any relevant available training courses to develop technical and supervisory skills.
Technical Knowledge	Establish/maintain working knowledge of systems. Be able to recommend process improvements.

Received by: _____ Date: _____

SAMPLE PERFORMANCE IMPROVEMENT PLAN #3

(Name) (Classification) (Date) – Performance Improvement Plan

Expectation	Action Plan	Means of Measurement
Leadership – 1. Grow the self-esteem and confidence of staff 2. Reward good performance in a timely, specific manner 3. Speak positively about the Dept and its members, both within the Dept and with outside contacts 4. Hold regular 1:1 update meetings with staff 5. Promote interdependence and cohesiveness in the team	1. Remind individuals of their unique contributions 2. Use a problem-solving orientation when individuals make mistakes 3. Think and act in a professional manner, utilizing diplomacy and tact 4. Let staff have input about the method and means to complete a given task 5. Collaborate with colleagues, attend courses	Does (NAME) provide timely, specific, positive feedback to individuals and his/her whole team? Is he/she attentive when others have the floor? Does (NAME) maintain an approachable demeanor? Is she creating a climate of mutual respect in his/her team? Is (NAME) respectful of and respected by his/her colleagues? Are (NAME's) presentations professional and focused?
Flexibility – 1. Adapt style to reflect situations / conditions 2. Regularly solicit input and feedback from manager, peers, and staff 3. Promote brainstorming 4. Do not be rigid in thinking and/or behavior 5. Be willing to compromise to meet a shared objective	1. Ask the unit to generate multiple ideas/alternatives regarding an issue 2. Seek guidance from a successful colleague re: his/her thinking and problem-solving tactics 3. Attend a relevant available course	Does (NAME) encourage, or shut down discussions? Does (NAME) remain calm, or become defensive when challenged? Does (NAME'S) team find her to be open to their suggestions? Is (NAME) accepting of, or resistant to change? Does (NAME) insist on having things done his/her way? Does (NAME) consider, or automatically discount others' perspectives?
Team Performance – 1. Set challenging yet realistic performance goals 2. Clarify priorities and methods of measurement 3. Specify scope of responsibility 4. Explain how objectives fit with the Dept's values 5. Balance short- and long-term priorities	1. Give clear expectations to the team 2. Clarify "what" needs to be accomplished 3. Allow the team to have input into "how" it will get done 4. Read "Employee Relations Handbook" 5. Attend any relevant available courses	Does (NAME) give clear expectations to his/her team? Does (NAME) get team input on "how" to handle projects, possible barriers to success, etc? Does (NAME) ask employees what they need to accomplish the tasks they are given? Does (NAME) step in when expectations are not being met, and provide constructive criticism?
Communication – 1. Actively listen 2. Express ideas clearly, concisely, & persuasively 3. Participate in group discussions without dominating them 4. Keep others (management, colleagues, team) informed 5. Write with clarity and precision 6. Monitor tone, as well as content, in written work	1. Encourage others to express their points of view 2. Avoid interrupting/cutting people off 3. Paraphrase the speaker's points in order to seek confirmation 4. Remain open-minded 5. Use appropriate non-verbal behavior to convey interest & understanding 6. Provide information in a timely manner 7. Confidently field questions and challenges when in front of a group	Does (NAME) make people feel at ease in conversations? Does (NAME) allow others to talk, or does he/she interrupt? Do (NAME's) responses indicate a comprehension of the other person's point of view? Is (NAME) able to grasp the "message within the message"? Does (NAME) share the floor with others appropriately? Does (NAME) appropriately share data / information, or does he/she hoard it? Does (NAME) appropriately field questions, or does she dismiss them / ignore them / become defensive?

SAMPLE PERFORMANCE IMPROVEMENT PLAN #4

EMPLOYEE NAME'S Performance Improvement Plan DATE

Cleanliness and organization of the Shop

- The workbench should be kept clean. A workbench is not a storage area.
- Garbage taken out daily.
- All tools cleaned and returned to their proper place, immediately after use.
- Office kept neat and organized. Files, work requests and invoices kept in an orderly manner and invoices submitted twice weekly.
- Parts and materials organized. Inventory kept up and extra materials properly stored in their proper place at the completion of every job.
- Shop floor swept weekly, mopped monthly.
- The shop should not be cluttered with used, broken, or otherwise useless items.

Timeliness and quality of your work

Work requests are to be picked up at least twice daily and dated with that day's date.

If the work cannot be completed that day, you are to notify the customer and your supervisor of the expected completion date and the reason for the delay.

Notify the customer at the completion of the work and turn in to me complete work requests when you submit your time card.