

## **TOOL #8 - ELEMENTS OF A PERFORMANCE IMPROVEMENT (CORRECTIVE ACTION) PLAN**

**The critical elements of an effective, monitored Performance Improvement Plan include:**

- Clarify *goals and goal requirements*. Don't leave any open questions about what is expected.
- Explain how *current performance* is falling short of *expected performance*.
- Refer to their performance appraisal
- Specify the *corrective action* the employee must take to meet the standards. Set *time limits*.
- Provide regular *feedback* to employee about his or her performance.
- Establish *consequences* for failure to improve. Communicate these.
- Identify *training needs*, and encourage the employee to take the steps to have them met.
- Set *specific dates* for the completion of each action by you and by the employee, and for frequent follow-up reviews.
- **Remember:** While it is a manager's role to provide clear feedback and guidance in this process, the employee owns the responsibility to take the necessary steps to correct the performance.

**Here is a suggested template:**

### **Performance Improvement (Corrective Action) Plan**

Employee Name: \_\_\_\_\_

Performance Period beginning: \_\_\_\_\_

Manager Name: \_\_\_\_\_

- **Performance Expectations**
- **How current performance is falling short**
- **Corrective action step(s)**
- **Expected completion dates or milestone dates**
- **Encourage employee input**