Performance Improvement Process

PIP Meeting/Discussion PIP discussion is crucial. Employees, who take PIP positively, become successful in the skills. It is necessary to bring both parties on the same page, before executing the PIP. The following steps are included in the PIP.

Preparation:

Preparation is required to have a non-interruptive environment with privacy for the employees in PIP. Manager is required to ensure a comfortable and confidential environment. The form has to be filled by the employee and the manager. 1

Open the Discussion:

Manager has to establish the purpose and importance of the discussion and allow time for questions from the employee

Clarification: This is for the following points

What are the performance/behaviour issues and concerns? Clarify the behaviour/performance issue by providing examples (document issues).

Articulate that coaching and problem solving don't appear to have corrected the situation

Explain the impact of the performance/behavior issues (document impact)

15.1.3.4 Restate the required performance standards (document required standards)

15.1.3.5 Give the employee the opportunity to respond and actively listen to their response (document response).

15.4 Action Phase: This is for the following points

15.4.1 Discuss corrective actions required.

15.4.2 State ideas that can help the employee overcome their performance/behavior issues.

15.4.3 Ask the employee for their ideas and suggestions on how to overcome performance/behavior issues.

15.4.4 Document corrective actions to be undertaken.

15.5 Agree Phase 15.5.1 Set a date for progress to be reviewed (document date). 15.5.2 Explain the consequences if the performance/behavior issues continue (eg. more formal steps may need to be taken which may include termination of employment). 15.5.3 Obtain agreement from the employee that they will commit to the Performance Improvement Plan by signing the plan. 15.5.4 If improvement is shown, recognize the achievement and provide positive reinforcement. 15.5.5 If the employee's performance does not improve, advise the employee that continued unsatisfactory

performance during the evaluation timeframe will result in placing his/her on a Performance Improvement Plan. 15.5.6 Document the discussion and retain a copy in the employee's personnel file.