PERFORMANCE IMPROVEMENT FLOWCHART

1. Plan the Starting Point
   Identify the performance gap by reviewing the agreed upon performance expectations and the present unacceptable performance.

2. Meet with Employee
   - Describe the difference between the present performance and the previously agreed upon expectations and the specific negative impact of the current performance.
   - Ask the employee for their view and ideas on what is contributing to situation. For example:
     - Lack of Understanding
     - Lack of training and orientation
     - Lack of qualification
     - Physical or other inability.
   - Plan actions based on above information
   - Set a date for follow up.
   - Document the meeting in specific, observable terms

3. Take Steps to Assist Employee
   - Follow the agreed upon action plan. For example:
     - Schedule more orientation
     - Schedule training, if warranted.
     - Refer employee to EFAP or other supports
   - Continue to monitor and look for opportunities to both correct performance and recognize improvements.

   Did Performance improve?
   - Yes
     - Resume steps 3 and 4 of Performance Planning and Review Procedure
   - No
     - Is the gap non culpable? (Can't improve)
       - Yes
         - Follow Progressive Discipline Procedure and Guidelines
         - Contact your HR Consultant for support with the process
       - No
         - Is the gap culpable? (can improve but won't)
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                                                                                                                            Progressive discipline is not appropriate
                                                                                                                            - Physical or mental disability, health problems or substance addiction may require:
                                                                                                                              - Assessment or
                                                                                                                              - Counseling; and
                                                                                                                              - May require a workplace accommodation
                                                                                                                            - If no physical or mental disability, or no reasonable accommodation can be made and/or no likelihood of improvement
                                                                                                                              - Call the HR consultant to discuss options