

Performance Improvement Policy

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## Document Overview



Use this customizable PeopleGoal Performance Improvement Policy template as an outline for your company's performance improvement policies. The PeopleGoal Performance Improvement Policy describes the process of improvement performance reviews, what employees may expect from improvement performance reviews, and how improvement performance reviews are linked to employee discharge. Simply adjust the information in the brackets to suit your company's needs.

# Performance Improvement

[The Company] creates a high-performance culture by supporting the achievement of our employees and managers. In order to support achievement, underperformance is addressed so that employees have a chance to improve their performance.

Employees are responsible for ensuring that they understand and perform their roles at a high level, actively engaging with their managers to improve their performance, and focusing on improvement on a day-to-day basis. Managers are responsible for ensuring that the required performance standards are clearly communicated and understood by employees, addressing underperformance by staff, and maintaining a reasonable workload for staff.

When a [Department Manager] sees fit to discuss an employees' underperformance, the [Department Manager] must submit a request to the employee for a meeting. Requests must be presented to employees 5 working days before they are required to attend. The request must include the date, time, and place of the meeting, detail specific performance concerns, and detail any potential outcomes of the meeting.

During the meeting, the employee and [Department Manager] are expected to review the expectations of the employees' role, detail support and training strategies to improve the employees' performance, and determine an outcome of the meeting. A report containing the specifics of the meeting must be drafted by the [Department Manager], and presented to the [Human Resources Manager].

Six weeks after the performance improvement meeting, the employee is expected to meet with the [Department Manager] a second time to evaluate progress. Employees will be categorized in three ways – with satisfactory improvement, partial improvement, or insufficient improvement. Employees categorized as showing satisfactory improvement have been assessed as showing significant improvement and achievement, and, therefore, no further action is necessary. Employees categorized as showing partial improvement will require further review and additional meetings to improve performance. Employees categorized as showing insufficient improvement may be subject to termination by discharge. Employees that have showed partial improvement, and require a second meeting, have a right to be accompanied by a representative.

If an employee would like to appeal a request for a performance improvement meeting, or the outcome of a performance improvement meeting, the request should be made to the [Human Resources Manager]. The [Human Resources Manager] must obtain all work files and review a complaint form from the [Department Manager] regarding the employees' underperformance. The [Human Resources Manager] will determine how to proceed.

Employees who are subject to more than two performance improvement meetings in a one-year period, may be subject to termination by discharge.



## Disclaimer



The PeopleGoal Policies are general templates and should only be used as a basis for company policies. Please take into account all local, state, and federal laws when drafting your company's final policies. This is not a legal document or a contract, and PeopleGoal will not assume any legal liability associated with the use of this document.

