



PERFORMANCE MANAGEMENT: THE PROCESS

Schedule a Meeting

Advise the employee in writing of the meeting including:

- what will be discussed;
- who will be present; and
- that they are entitled to have a support person of their choice at the meeting

Give the employee reasonable time to prepare for the meeting and conduct the meeting in a private and non-threatening location.

At the Meeting

Advise the employee what is to be discussed and the seriousness of the meeting with respect to his/her ongoing employment.

Explain the problem in specific terms. Clearly identify and assess the problem, ensuring the employee clearly understands what is expected of them.

Define and explain your concerns to the employee in specific terms.

Give the employee a genuine opportunity to respond before considering your actions.

- Where an employee's performance is suffering due to the employee's personal circumstances, consider referring them to professional help or counselling (such as an EAP)

Clearly outline the improvement required and the consequences of continued poor performance.

Discuss with the employee possible solutions, work together to devise an action plan to improve performance which includes:

- performance improvement goals;
- milestones; and
- timeframes for further review

Follow Up

Put the plan into writing

Schedule another meeting to review the employee's performance goals against the agreed action plan.

Document all discussions, including actions to be taken and relevant corresponding dates.

Maintenance

Continue monitoring the employee's performance, and mutually provide regular feedback.