



How to Use Performance Improvement Plans and Corrective Actions

Steps	Performance Improvement	Corrective Action
When to use	When there is a work-related performance issue. After a coaching conversation and issue continues. This would mean that job expectations are not being met.	When there is a character-related issue. This would include improper behavior.
Some Examples	Missing or late to meetings. Not completing assignments. Not meeting expectations.	Breach of integrity. Breach of staff commitment. Divisive talk, attitude, or actions.
Step 1	Document the facts: Date, activity, others involved, number of times this has happened.	Document the facts: Date, activity, others involved. Make sure to receive perspectives from others who witnessed behavior if appropriate.
Step 2	Inform your supervisor and Human Resources.	Inform your supervisor, overseeing pastor, and Human Resources.
Step 3	Complete a Performance Improvement Form and have Human Resources review before proceeding. Be sure to include clarified expectations and follow up process.	Complete a Corrective Action Form and have Human Resources review before proceeding. If this can be corrected, include next steps that result in restoration.
Step 4	Set a meeting with person, Campus Pastor/Director, and Human Resources.	Set a meeting with person, Campus Pastor/Director, and Human Resources.
Step 5	During the meeting: <ol style="list-style-type: none"> 1. Pray first. 2. Review the issue. 3. Explain what needs to change. 4. Be specific (is it clear?). 5. Make it measurable (what needs to be accomplished?) 6. Make it achievable (is this possible?) 7. Make it relevant (is it appropriate?) 8. Make it time-bound (is there a deadline?) 9. <i>Have them repeat it back to you for clarity.</i> 10. Document acknowledgement with signature. 	During the meeting: <ol style="list-style-type: none"> 1. Pray first. 2. Review the issue. 3. Seek to understand the behavior. 4. Explain the negative impact of the behavior. 5. Ask if there are any important details you're not aware of yet. 6. Review the potential consequences. 7. Review any necessary immediate next steps. 8. <i>Have them repeat it back to you for clarity.</i> 9. Give a timeframe to pray & seek wisdom for next steps. 10. Document acknowledgement with signature.
Step 6	Follow up meeting to review progress.	Follow up to discuss next steps and consequences.