

Date: _____

Staff Member: _____

Performance Improvement Plan

Start Date: _____ End Date _____

Define the task, skill, competency or value that needs to be improved	Define the action for the staff member to take to improve and target date	Resources/Support (Detail what has been agreed in terms of support required to achieve the expected standard of performance)	Were the targets met?	Comments by the FRO
<p>Organisational skills: Difficulty organising workload and meeting deadlines.</p> <p>Specifics/Examples:</p> <p>Two deadlines missed (insert details)</p> <p>Complaint received from Department X who did not receive a response to an email sent twice on _____ and _____ (dates).</p>	<p>Effectively manage workload on a daily basis, meet deadlines efficiently, prioritise tasks and respond to emails in a timely manner.</p> <p>Specifics/Examples:</p> <p>Create daily 'To Do' lists and a diary of accomplishments. Target 1 date: _____</p> <p>Respond to emails received within 1 working day. Target 2 date: _____</p>	<p>Training in Lotus Notes to-do lists Target 3 date: _____</p> <p>Work shadow colleague Y in prioritising her daily tasks. Target 4 date: _____</p>	<p>Target 1 <input checked="" type="checkbox"/> YES/NO</p> <p>Target 2 <input type="checkbox"/> YES/<input checked="" type="checkbox"/> NO</p> <p>Target 3 <input checked="" type="checkbox"/> YES/NO</p> <p>Target 4 <input checked="" type="checkbox"/> YES/NO</p>	<p>Target 1: Daily to do lists being written and adhered to. Review in 2 weeks.</p> <p>Target 2: Responding to emails faster, but further improvement needed. Example: Request from SMC received on 10/2 not replied to until 18/2. Review in 1 week.</p> <p>Target 3: Lotus notes training completed on _____.</p> <p>Target 4: Positive feedback from SM and colleague Y. Shadowing to continue. Review on _____.</p>

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<p>Accuracy – Incorrect compliance data given to Executive/HR Offices for 2015-16 cycle.</p> <p>Specifics/Examples:</p> <p>Dept A was provided data from the 14-15 cycle instead of 15-16.</p> <p>Dept B included information of separated staff</p> <p>Dept C received incorrect distribution data</p>	<p>Produce accurate data for end of year clean up and reporting.</p> <p>Specifics/Examples:</p> <p>Remove information regarding separated or deceased staff prior to each submission.</p> <p>Double check own work before submission, keeping records of research carried out to refer to.</p> <p>Obtain feedback from senior assistant prior to dissemination.</p>	<p>Senior assistant to provide inputs/clearance prior to each submission</p> <p>Follow SOP for data clean up.</p>	<p>Correct data provided: YES/NO</p> <p>Records maintained: YES/NO</p> <p>Senior Assistant consulted: YES/NO</p> <p>SOP Followed: YES/NO</p>	<p>Quality and accuracy of data has improved significantly.</p> <p>Records and back-up information not readily available when requested. To be reviewed on _____.</p> <p>The arrangement between the staff member and the senior assistant has proven effective and should continue.</p> <p>SOP has been followed.</p>

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<p>Punctuality: Staff member frequently arrives to work late, takes extended lunch breaks and is often out of contact during the working day.</p> <p>Examples:</p> <p>On 13 Jan the staff member was not at his desk from 12:30 to 3pm.</p> <p>On 2 Feb the staff member was not present during team meeting</p> <p>On 12 Feb staff member arrived to work at 10:30am and left at 4pm.</p>	<p>SM to arrive to work by 9am every morning.</p> <p>Lunch breaks will not exceed one hour.</p> <p>Staff member will inform FRO when he is not available for periods of over 30 minutes during the day.</p> <p>FRO to monitor on a daily basis.</p>	<p>Staff member's working hours have been adjusted on Monday's and Wednesday's (10am to 6pm) to accommodate child care.</p>	<p>Yes</p>	<p>The staff member has made concerted efforts to adhere to established working hours. The adjusted schedule has proven successful.</p>

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<p>Managing Performance: Insufficient guidance and supervision provided to subordinates.</p> <p>Example:</p> <p>Organizational initiatives and priorities not communicated to team members.</p> <p>Work planning, feedback and evaluations not done on time for 6 staff.</p>	<p>Team meetings to be held on a weekly basis with all team members</p> <p>All staff to have approved work plans by 15 April for the 16-17 cycle.</p> <p>All staff to have completed evaluations for the 15-16 cycle no later than April 30.</p>	<p>Training for managers and supervisors to be completed by 31 January.</p>	<p>Yes</p>	<p>The staff member provided minutes for each of the past 4 weekly team meetings.</p> <p>Work planning and evaluations done as expected.</p> <p>Training completed on 26 January.</p> <p>Staff member requested to continue team meetings and to conduct midpoint reviews by 31 October for all staff.</p>

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<p>Accountability: S/M needs to respond to communications and deliver outputs as per timelines required.</p> <p>Examples:</p> <p>Email communications dated 12, 15, 25, and 28 January were not answered nor acted on resulting in missed deadlines and reassignment of tasks to other team members</p>	<p>S/M will acknowledge all communications within 24 hours and provide confirmation of date and time for delivery in order to provide sufficient time for colleagues & supervisors to review outputs and request revisions if/as needed;</p> <p>S/M will deliver outputs as per the above timelines</p>	<p>FRO and staff member to meet on a weekly basis to review progress.</p>	<p>No</p>	<p>Over the past three months only sporadic improvements were observed.</p> <p>Examples:</p> <p>Request dated 23 February to provide inputs to budget not provided.</p> <p>Staff member cancelled three progress meetings and was not available to reschedule.</p> <p>On 2, 4 and 6 March the staff member was requested via email to submit expenditure information. No acknowledgements were made and information was not provided. It should be noted that the FRO received return receipt for each of these communications.</p>

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