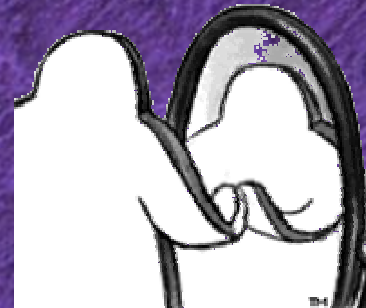


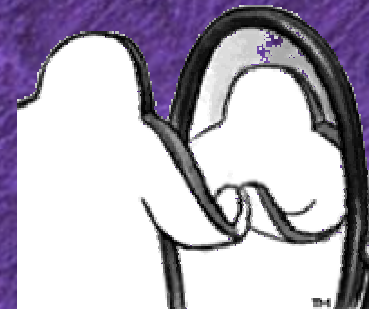
Corrective Action Procedures

‘Lunch and Learn’



Panigas Group's intention

- ✓ Candid and open conversation
- ✓ Timely and agreeable resolutions



Cost of not using

- ✓ Severance payments
- ✓ Problem worsens
- ✓ Employee relations sour and frustration builds
- ✓ Department of Labour involvement



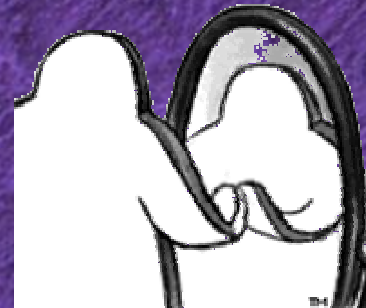
Coaching, NOT termination

Purpose:

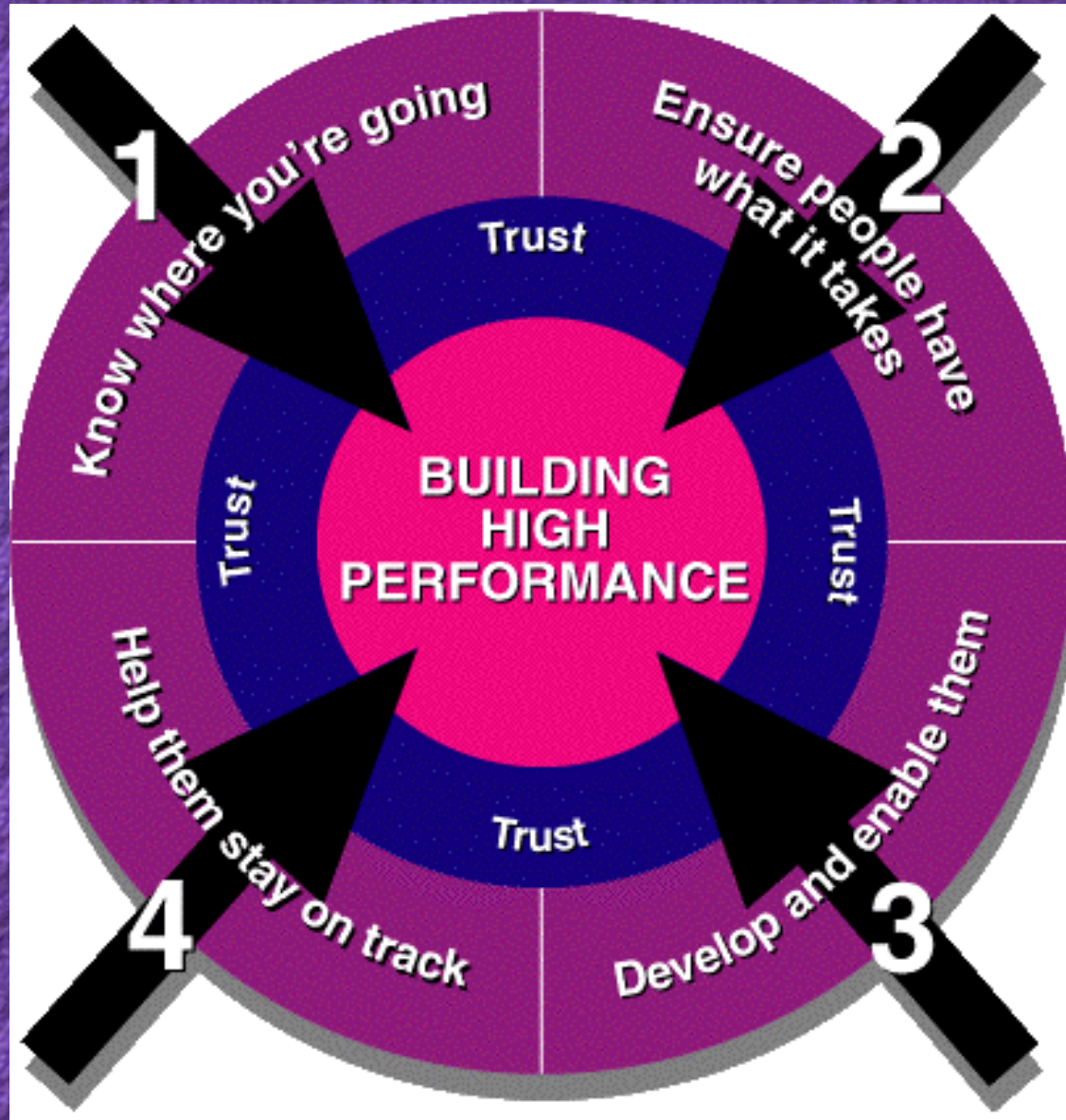
- ✓ Performance returns to job standard

Process:

- ✓ Redirect performance and/or behaviour...it is NOT a termination process



Coaching cycle



Performance coaching = Opportunities

Communicate warnings:

- ⇒ Offer counselling and/or other assistance

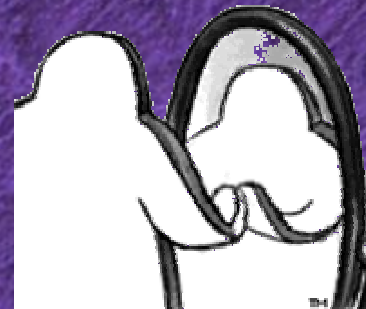
Develop action plan / performance contract:

- ⇒ What has to be changed?
- ⇒ When is the target date?
- ⇒ Measurement method
- ⇒ Consequences if change doesn't occur



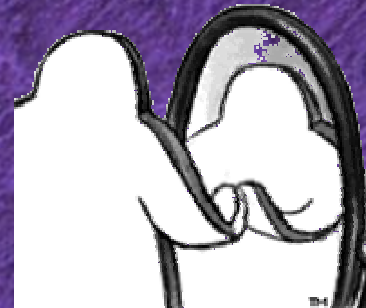
Verbal warning

- ✓ Discuss and establish steps to improve
- ✓ Detail performance and/or behaviour expectations
- ✓ Agree on timing to review progress
- ✓ Discuss further disciplinary action
 - ⇒ Consult with V.P. and/or H.R. before preceding to written warning



Written warnings

- ✓ Review performance and/or behaviour expectations
- ✓ Create action plan:
 - ⇒ Specify evidence
 - ⇒ Performance and/or behaviour gaps
 - ⇒ Detail required improvements
 - ⇒ Set improvement time frames
 - ⇒ Establish next review date
 - ⇒ Outline consequences



Types of infractions

Group 1

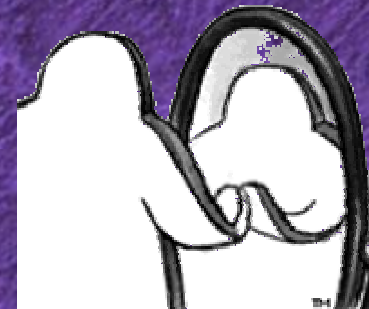
Minor offences:

- ✓ Can be coached
- ✓ Types
 - ⇒ Lateness
 - ⇒ Absenteeism
 - ⇒ Lack of productivity

Group 2

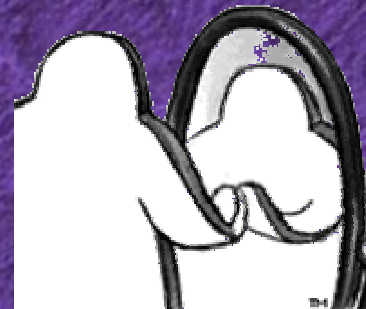
Major offences:

- ✓ Potential dismissal
- ✓ Types
 - ⇒ Revealing company secrets
 - ⇒ Software and trademark violations
 - ⇒ Lying
 - ⇒ C of C



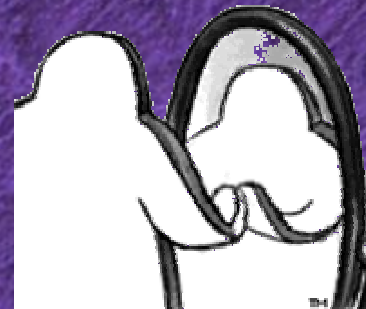
Conducts requiring action

- ✓ Insubordination
- ✓ Carelessness or negligence
- ✓ Conduct, theft or dishonesty
- ✓ Unauthorized release of information
- ✓ Tardiness and/or chronic absenteeism
- ✓ Violation of policies and/or procedures



Discipline considerations

- ✓ Suspension with or without pay
- ✓ Withhold increments
- ✓ Withhold promotion opportunities
- ✓ Establish additional performance reviews
- ✓ Reduce or withhold annual increase %



Process

Identify the issues

Written probation
warning

3rd
plus action plan

Written warning

2nd
plus action plan

Successful
performance
adjustment

Written warning

1st

Verbal warning

Monitoring

Last recourse



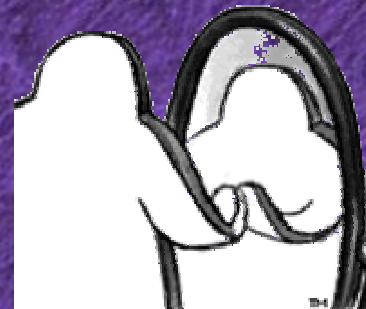
Dismissal

Only after:

- ⇒ All reasonable avenues exhausted
- ⇒ Serious act of misconduct

Employee appeal to:

- ⇒ V.P. and/or
- ⇒ Human Resources and/or
- ⇒ Principals



Performance coaching



Support

Time

Standards


Consequences

Measurement

Action Plan



Questions and/or comments

A cartoon character with a white beard and a black stethoscope around their neck. The character has a purple smile and eyes. They are holding a white thought bubble in their right hand.

**The process
does produce
positive
change!**

**Thank you...
I want to be
a successful
performer.**