

16-CORRECTIVE ACTION

Corrective actions are methods by which managers and supervisors seek to improve an employee's job performance, including the employee's efficiency and effectiveness or some aspect of the employee's conduct, and consequently the employee's overall contribution and commitment to the departmental and organizational missions. Examples of corrective action include, but are not limited to:

- a) Setting a proper example.
- b) Coaching or training.
- c) Immediate correction.
- d) Private coaching or counseling at a later time.
- e) Letter or memorandum of counseling.

A letter or memorandum of counseling is written by the appropriate supervisor to the employee explaining in specific terms the conduct prompting the letter. It should identify the following:

- a) The unacceptable conduct or unsatisfactory performance.
- b) When the incident occurred or unsatisfactory performance was detected.
- c) Counseling or advice on how the situation needs to be remedied.
- d) Goals, objectives, and a time-frame for accomplishing improvement.
- e) If possible identify what disciplinary action could be expected if improvement is not achieved.

The employee and supervisor should each have a copy of the letter or memorandum. Each copy must have the signatures of the employee and the supervisor. The employee's signature does not constitute agreement, only that the employee has seen the letter or memorandum.

A letter or memorandum of counseling should be placed in the personnel file only as a backup to subsequent and related disciplinary action.