

# PERFORMANCE IMPROVEMENT PLAN

This *Performance Improvement Plan (PIP)* serves as a roadmap to improvement. It reestablishes the expectations and identifies any performance issues. Additionally, it produces a course of action and an improvement opportunity period.

## EMPLOYEE

Employee Full Name	Agency	Job Title
Start/End Dates	Service Type/Grade	

## REASON

An immediate supervisor determined and documented underperformance in one or more of the core competencies identified below or a S.M.A.R.T. (Specific, Measurable, Attainable, Realistic, and Time-Related) goal identified in the employee's performance plan, which can be improved through actions to include but not limited to training, additional resources, and mentoring.

## CORE COMPETENCIES

Identify core competencies where improvement is required, addressing only the competencies where the immediate supervisor observed to be below the "Valued Performer" (3) rating level.

- COMMUNICATION** Presents ideas and information clearly and concisely both verbally and written. Provides information in a timely manner while using appropriate and easily understood language. Articulates agency mission and goals effectively.
- CUSTOMER SERVICE** Partners with internal and external customers to provide quality service. Demonstrates consistent and continual adherence to all District customer service goals and standards. Treats all customers professionally and courteously.
- ACCOUNTABILITY** Leverages knowledge of agency and District government vision, mission, and values to consistently execute duties and responsibilities. Sees the impact that day-to-day work has on the work of the team, agency, and District government overall.
- GOAL ATTAINMENT** Demonstrates personal responsibility for ensuring the completion of work assignments as prescribed. Displays a keen awareness to short-term and long-term goals.
- JOB KNOWLEDGE** Exhibits an understanding and knowledge of the profession. Works to improve job knowledge by taking courses, becoming certified or licensed, maintaining certification or licensure, attending conferences, seminars, seeking out a mentor, etc.
- LEADERSHIP** Creates and nurtures a performance-based culture, which supports efforts to realize and accomplish the District government's mission and goals. Inspires, motivates, and guides others. Partners with others to ensure goals are met. (Applicable to supervisors only.)
- OPERATIONAL AND STRATEGIC PLANNING** Contributes to the development, execution, and evaluation of the agency's strategic plan. Displays consideration for stakeholder interests and exploring opportunities for cross-agency collaboration. (Applicable to supervisors only.)
- MANAGEMENT OF OTHERS** Identifies and cultivates potential in others. Provides ongoing feedback to improve performance. Encourages meaningful career development opportunities for staff. Conducts full scope of performance management responsibilities to ensure a well-functioning staff. (Applicable to supervisors only.)

## S.M.A.R.T. GOALS

Using the most recent approved Performance Plan, address only the goals where the immediate supervisor observed at below the "Valued Performer" (3) rating level.

## PIP PROCESS

After core competencies and S.M.A.R.T. goals are identified, explain:

1. The issue to address below in the section identified by "DEFICIENCY";
2. The improvement required in the section identified by "DESIRED OUTCOME";
3. The courses of action to assist in performance improvement in the section identified by "ACTION";
4. The frequency where the immediate supervisor and employee will discuss and review progress in the section identified by "CHECK-IN"; and
5. The benchmark progress expected during the opportunity period in the section identified by "PROGRESS".

## PERFORMANCE IMPROVEMENT PLAN

ACTION				
<b>DEFICIENCY</b>				
<b>DESIRED OUTCOME</b>				
<b>ACTION</b>				
<b>CHECK-IN</b>	<b>DATE</b>	<b>DATE</b>	<b>DATE</b>	<b>DATE</b>
<b>PROGRESS</b>				

ACTION				
<b>DEFICIENCY</b>				
<b>DESIRED OUTCOME</b>				
<b>ACTION</b>				
<b>CHECK-IN</b>	<b>DATE</b>	<b>DATE</b>	<b>DATE</b>	<b>DATE</b>
<b>PROGRESS</b>				

ACTION				
<b>DEFICIENCY</b>				
<b>DESIRED OUTCOME</b>				
<b>ACTION</b>				
<b>CHECK-IN</b>	<b>DATE</b>	<b>DATE</b>	<b>DATE</b>	<b>DATE</b>
<b>PROGRESS</b>				

If there is a failure to improve performance by the end date, the employee will be subject to an extension of the PIP, reassignment, or reduction in grade or removal.

EMPLOYEE ACKNOWLEDGEMENT	
Sign	Date

IMMEDIATE SUPERVISOR OR REVIEWER IF IMMEDIATE SUPERVISOR IS NOT AVAILABLE	
Sign	Date