



DIFFICULT CONVERSATIONS: PERFORMANCE EXPECTATIONS



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The Performance Conversation

1. State specifically and directly what you see happening.
2. State the consequences of what you see happening.
3. Listen to their side, point of view.
 - a. Acknowledge them and if necessary, repeat the consequences. DON'T ARGUE.
4. State specifically and directly what you see happening.
5. State the consequences of what you see happening.
6. Ask for a commitment to improve their behavior. Be specific. Set measurable results.
7. Review your expectations and offer information, training and resources.
8. Let them know that you appreciate their efforts.
9. Set up a time to review progress and follow through.
10. Get a signed document for your records.

Sample HR documentation

TO:

FROM:

RE:

This is to advise you that you are being given a formal warning. This written warning follows a thirty day verbal warning. The reason for this action is that your job performance has been inadequate in the following areas of your job description:

- 1) _____
- 2) _____
- 3) _____

A specific description of your commitment to the following improvements to be made is as follows:

- 1) _____
- 2) _____
- 3) _____

A specific description of our commitment to support you is as follows:

- 1) _____
- 2) _____
- 3) _____

Please sign and return one copy of this notice to acknowledge that you have received it. Signing and returning a copy does not imply that you agree with this action, it only signifies that you have received the notice.

Employee Signature: _____ Management Signature: _____

Date: _____ Date: _____