



PERFORMANCE EVALUATIONS AND THE DIFFICULT CONVERSATION

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ADMISSIONS – UW-STOUT

SESSION FR 2.5

POLL..... HOW MANY OF YOU ARE.....

- UW?
- WAICU?
- WTCS?
- Other?

The background is a dark blue gradient. In the corners, there are white line-art illustrations of circuit boards or neural networks, with lines connecting to small circles.

POLL..... HOW MANY OF YOU ARE.....

SUPERVISOR



GOAL OF A SUPERVISOR.....

...Help your employee to be successful

But.....

.....What about when they're NOT being
successful?????????



The background is a solid teal color with a subtle gradient. In the four corners, there are decorative white line-art elements resembling circuit traces or neural network connections, with small circles at the end of the lines.

POOR PERFORMING EMPLOYEE





The background is a dark blue gradient. In the four corners, there are white line-art illustrations of circuit traces and nodes, resembling a stylized PCB layout. The top-left and bottom-left corners have more complex, branching patterns, while the top-right and bottom-right corners have simpler, more linear traces.

THE DIFFICULT CONVERSATION

SURVIVING THE DIFFICULT CONVERSATION

- There is something significant at stake for one or both parties;
 - Social Status, self-worth, financial security, etc.
- There is a difference of opinion, perspective, or needs – differences that are perceived to be incompatible;
- The atmosphere is emotionally charged.

SURVIVING THE DIFFICULT CONVERSATION

- Two kinds of difficult conversations
 - We know in advance it is likely to be difficult
 - Advance Planning
 - It turns difficult unexpectedly
 - Quickly develop response strategy

SURVIVING THE DIFFICULT CONVERSATION

• Simple steps – Self-Reflection

- Why has this conversation become a difficult one? What's at risk for one or both parties?
- What are my *positive* goals in this situation: for myself and the other person?
- What am I doing right now that is contributing to the deteriorating conversation and what can I do to turn things toward a more collaborative outcome?

SURVIVING THE DIFFICULT CONVERSATION

- Listen.....
- Pay attention
- Focus on understanding
- Feel empathy for the other person
 - Calmer and less volatile
 - Focus energy on understanding
 - Explore common ground and win/win possibilities

The image features a blue gradient background with white circuit-like lines in the corners. These lines consist of straight paths that branch out and terminate in small circles, resembling a network or data flow diagram.

DISCUSSION?????

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PERFORMANCE IMPROVEMENT PLAN

PERFORMANCE IMPROVEMENT PLAN

- Performance(s) to be improved
- Observations, Previous Discussions or Counseling
- Improvement Goals
- Expectations
- Resources

PERFORMANCE IMPROVEMENT PLAN

- Progress Checkpoints
- Timeline for Improvement, Consequences & Expectations
- Follow-up Schedule

PERFORMANCE IMPROVEMENT PLAN

- **TO:** *insert Employee's name*
- **FROM:** *insert Supervisor's name*
- **DATE:**
- **RE:** **Performance Improvement Plan (PIP)**
- **C:** **Director of Human Resources**

PERFORMANCE IMPROVEMENT PLAN

- **Signatures:**

- _____

- Employee Date

- _____

- Supervisor Date

- _____

Director of Human Resources Date

- **Outcome:**

- PIP satisfactorily completed on: _____

- Other course of action recommended:

PERFORMANCE IMPROVEMENT PLAN

- Performance to be improved
 - *Cite specific examples where the employee has failed to meet performance expectations.*
 - *EX: Not reaching communicated deadlines in a timely manner for a certain project(s)*

PERFORMANCE IMPROVEMENT PLAN

- Observations, Previous Discussions or Counseling
 - *Recap dates you have addressed the performance concerns in the recent past. Reference previous documents if applicable.*

PERFORMANCE IMPROVEMENT PLAN

● Improvement Goals

- *Provide Employee with measurable and achievable goals to reach the expected level of performance.*
- *EX: Use time more efficiently and prioritize tasks based on importance*

● Expectations

- *Reiterate in this section of the PIP the areas of expected performance as it relates to the performance to be improved (i.e. acceptable work performance standards and expectations)*

PERFORMANCE IMPROVEMENT PLAN

● Resources

- *Identify available resources, this may include training opportunities.*
- **Employee Assistance Program (EAP)** services are available to you by contacting Empathia LifeMatters at 1-800-634-6433 or online at mylifematters.com, access code SOWI.

PERFORMANCE IMPROVEMENT PLAN

- Progress Checkpoints

- The following chart will be used to evaluate your progress towards meeting the above improvement goals.

- DATE

- OBSERVATIONS

PERFORMANCE IMPROVEMENT PLAN

- **Timeline for Improvement, Consequences & Expectations**
 - Effective immediately, you are placed on a (60 or 90) day Performance Improvement Plan. During this time, you will be expected to make regular progress on the plan outlined above. Failure to meet or exceed these expectations, or any display of gross misconduct will result in disciplinary action, up to and including termination. If no significant improvement to indicate that the expectations and goals will be met within the timeline indicated, your employment may be terminated prior to (60 or 90) days. Failure to maintain performance expectations after the completion of the PIP may result in disciplinary action up to and including termination.

PERFORMANCE IMPROVEMENT PLAN

- Follow-up Schedule

- You will receive feedback on your progress according to the following schedule.

Date Scheduled	Activity	Conducted by	Completed Date
	30 day review meeting		
	45 (or 60 day) review meeting		
	60 day (or 90 day) review and status update		

The background is a gradient of blue, transitioning from a lighter shade at the top to a darker shade at the bottom. In the four corners, there are decorative white line-art elements resembling circuit traces or neural network connections. These elements consist of straight lines of varying lengths and angles, ending in small circles. The top-left and bottom-left corners have more complex, branching structures, while the top-right and bottom-right corners have simpler, more linear structures.

DISCUSSION

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THANK YOU!!!!!!