

PERFORMANCE IMPROVEMENT PLAN FOR USPS EMPLOYEES

The objective of a Performance Improvement Plan is to assist an employee in improving his/her job performance or poor work habit(s) in order to achieve the standards set for the position. The supervisor and the employee are encouraged to work together in solving the problem(s) rather than assessing blame for lack of an outcome. The following steps are recommended in developing an improvement plan.

- A. The employee and the supervisor must recognize that a deficiency exists.
Once a supervisor has determined a performance deficiency exists, the employee must be informed of those deficiencies. If the employee does not agree that a problem exists, he/she will not accept “ownership” of the solution. Supervisors must share in “partnership” with the employee toward a positive resolution to the problem.
- B. Provide possible solution
The supervisor must encourage employee participation in finding possible solutions to the problem. The employee and the supervisor must determine the best approach to address the performance issue. The supervisor should state the objective clearly and in a non-judgmental manner.
- C. Measuring results and setting time lines
Once a course of action and improvement expectations have been identified , establish a time to evaluate progress. In order to maintain time lines, the supervisor should meet with the employee no later than sixty days from the commencement of the performance improvement plan.
- D. On-going feedback
Supervisors must provide on-going feedback periodically. They **should not** wait until the designated date for the next appraisal to measure progress and provide feedback. This feedback must be clear and offer guidance to the employee as the progress being made. Recognizing any achievement, no matter how small, is a powerful motivator and builds trust and confidence in partnership.
- E. Provide necessary training
The supervisor is to identify training programs that will aid the employee to be successful and provide the opportunity for the employee to attend such programs. If necessary, the supervisor should enroll the employee in the programs deemed most appropriate and require the employee’s attendance as a part of the improvement plan.
- F. Evaluate the employee’s performance
The supervisor must complete a Performance Appraisal Form at the end of the established period. If the performance deficiency or poor work habit(s) have not improved, the supervisor, in consultation with the Dept. of Human Resources, will determine the next course of action.