

Utica University Work Improvement Plan

Employee Name:

Supervisor:

Department/Unit:

Length of Development Plan:
(Please circle one)

Job Title/Position:

30 60 90 Days

Issue	Goal	Action Step	Follow Up

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Manager's Comments:

Employee Comments:

Manager's Signature: _____

Date: _____

Employee's Signature: _____

Utica University

Work Improvement Plan

Keys to Implementing a Successful Work Improvement Plan

A Work Improvement Plan is a useful tool for alerting an employee that certain areas of their work require improvement in order for them to be successful. It is also a way for a manager or supervisor to develop goals for overcoming the issues and communicate concrete actions steps that will aid the employee in the attainment of those goals. Finally, if done correctly and thoughtfully, a Work Improvement Plan will allow the manager or supervisor to show they have a vested interest in the employee's success by detailing how they plan to follow up regularly throughout the work improvement period and beyond.

Please review the following areas of the Work Improvement Plan before sharing it with the employee:

- Work Improvement Plan Heading:** Make sure it is completed in its entirety, listing the employee's name, supervisor (person who is delivering the plan), department or unit, and the length of the plan. The length of the plan should be reasonable and determined based on the number of items needing attention. Please contact the Office of Human Resources at 792-3276 for assistance if you are unsure about the length of the plan.
- Issue:** Clearly identify the work issue in this section and be prepared to give real examples. Examples are important and lend to the overall credibility of the plan.
- Goal:** Detail your expectations here. For example, if the issue is that an employee is behind in their productivity, the goal area should list what the expectation is in terms of productivity for the department or for that position. If the issue is associated with behavior, then the goal should detail the manager's expectation for appropriate behavior. In these instances, referring to our Utica University Mission, Values, and Strategic Plan also helps in goal setting.
- Action Step:** This area should detail very specific actions the employee can take to help them attain the goal. For example, if the issue is associated with behavior, an action step could be to attend a course in communications skills and practice techniques with the manager or supervisor.
- Follow Up:** This area is key and should include formal mechanisms for follow up with the employee to ensure that they are on the right track. For example, a manager or supervisor may institute formal progress meetings (weekly, bi-weekly) until the plan is successfully completed and beyond.

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Please note that there is a section for manager/supervisor and employee comments. It is important to allow the employee to communicate their thoughts about the plan in this section if they wish to comment.

It is always preferable to have the employee sign off on the Work Improvement Plan, however a refusal to sign does not mean that the plan is not valid. Please make sure to alert the employee that they are still required to make the improvements outlined in the plan despite their refusal to sign.

Please feel free to contact the Office of Human Resources at 792-3276 if you require any assistance with developing or delivering a Work Improvement Plan.