SAMPLE PERFORMANCE MANAGEMENT SYSTEM

This is a suggested method for dealing with performance issues. It is meant to encourage improvement. Ideally, performance management should be progressive and include a series of steps. For example:

1. **Verbal warning**: A supervisor should speak with the student face-to-face and state specifically what the problem is. Don’t be vague. Also explain *why* it’s a problem. Tell the student exactly what changes need to be made. Mention what the next step will be if changes are not made.

2. **Written warning**: A supervisor should notify the student in writing that needed changes have not been made. Re-state the specific problem. Remind the student of the date the initial verbal warning was issued. Once again, tell the student exactly what changes need to be made. Give the student a probationary period to demonstrate needed improvement (for example, one or two more shifts). Mention that the next step will be dismissal if changes are not made.

3. **Dismissal**: Inform the student in writing that he or she has been permanently dismissed from volunteer duties at your organization. Report all dismissals to Loyola.

In cases of gross misconduct, immediate termination may be more appropriate than this progressive series of actions. Gross misconduct may include, but is not limited to: actions threatening the safety of others, malicious use or theft of agency property, falsification and/or forgery of timesheets, etc. Cases of gross misconduct should be reported to Loyola.