

Guidelines: Employee Support Plan

Note:

When considering the use of an Employee Support Plan, please consult with the Human Resources Office.

An Employee Support Plan is developed to help an employee succeed. It is a tool used to address specific job performance concerns and is **never** used to address behavioral concerns. Support plans are used on a limited basis and may support a written Letter Of Expectations (LOE). In those cases the LOE establishes the performance expectations/standards (goals) and the Employee Support Plan establishes the steps (objectives) needed to accomplish the (goals) performance expectations/standards. Like the LOE, the Employee Support Plan should be written in first person from the supervisor to the employee.

A Support Plan has a beginning and ending date and defines specific timeframes tied to specific steps needing to be accomplished while the support plan is in place. Employee Support Plans cannot be open ended; they must have an end date, but may include provisions to be extended and/or modified as needed based on the employee's progress in meeting job performance expectations/standards.

A Support Plan is not disciplinary in nature. It involves employee input to put steps in place to help meet their job performance expectations. Like an LOE, it would not include any type of progressive discipline language nor would the employee be required to sign the support plan.

When using an Employee Support Plan to assist an employee in meeting job performance expectations, a partnership is being established between the supervisor and the employee. The employee is committing to carrying out the defined steps within the established time frame. The supervisor is committing to providing identified resources, training, review, feedback, etc. as defined within the Support Plan. Both parties are establishing an equal commitment to support positive change.

During the plan period, supervisors are to conduct check-in meetings as defined within the support plan to provide feedback to the employee regarding their progress. The supervisor should document the employee's progress during the support plan and conduct a closure meeting at the conclusion of the plan period. If a plan is developed in support of a LOE, the plan and any other supporting documentation should be attached to the employee's LOE for the remainder of time that the LOE is in the supervisor's file.

The Human Resources Office will work with supervisors and managers to support following these guidelines by:

- Using these guidelines in consultation with managers, supervisors and employees in support of LOE's as needed.
- Including these guidelines as recommendations in future management training materials and curriculum.
- Including these guidelines on the HR Training web page.
- Providing a "suggested" Employee Support Plan template and a sample Employee Support Plans posted on the HR Training web page.