



# Improving My Performance Employee Guide

## Office of Human Resources

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### Improving My Performance (Employee Guide)

The purpose of this guide is to be a supplement to the supervisor/manager conversation with an employee. The guide will provide ways employees can, as early as possible, explore ways to correct a problem or concern interfering with individual, team, or organizational performance. The guide also will provide strategies to work with your supervisor/manager to take appropriate steps to correct the situation(s). The end goal of any performance improvement process is to correct performance.

The performance improvement process contains several elements. It explains the deficient performance, provides specific expectations for you, allows you reasonable time to cure the deficient performance, ensure employees are treated consistently, and notifies you of the consequences of continued deficient performance. The performance improvement process is generally progressive in nature such that each successive step in the process is more severe than the last.

A discussion about performance can be a very intimidating task for many people. It's never easy hearing criticism, and this is what many staff fear. However, the only way to improve yourself and subsequently your performance is to get this kind of feedback and improve upon it.

#### **Personal one-on-one discussion.**

- Meet with your manager/supervisor to get specific feedback about your performance.
- Get a clear understanding of what needs to improve and what success would look like.
- Discuss any assistance the manager/supervisor will provide to help reach success.
- Discuss what will happen if you are unable to improve your performance.
- At the meeting, be sure to write down any improvements they suggest.
- Keep the tone of the meeting professional. Remember that this is a constructive criticism, not a personal attack on you. Taking this personally will not only interfere with you from improving in the suggested areas, but may drop your performance in other areas as well.

#### **Questions to stimulate your thinking and to help you prepare to get the maximum benefit out of the above discussion.**

- In which areas could improve my performance?
- What skills do I need to update? Or, what aspects of my job do I feel I need more experience and training?
- What is the policy or procedure?
- What should I do if I am faced with this situation again?
- What are my key goals for the next 30 days, 60 days, etc.?
- What support do I need to accomplish these goals?
- What do I want feedback on?
- When will we meet next?
- What ways can my manager/supervisor help me do my job better?

## After the meeting what do I need to do?

- Prioritize your “to-do” list. What tasks did you learn were most important? What tasks are least important? Use this list to help to provide clarity and direction in how you do your work. Use tasks that you like to do as rewards for tasks that are hard or difficult for you.
- Be positive. Being negative drains your energy and co-workers. It also affects your job performance. Avoid criticizing other employees or gossiping about the situation or your supervisor.
- Look for educational opportunities to improve your skills.
- Keep the basics up to standard. Often employees will improve in one area but overlook or let other areas slack. Dress appropriately for your position. Make sure you are getting to work, meetings, and workshops on time. If you cannot make the meeting or deadline ask for support. Be reliable, consistent, and trustworthy.
- Stay healthy. Take care of yourself. Get plenty of sleep, eat nutritious food, and exercise regularly. Imbalances in your life can be addressed with resources available.

## Resources for Employees

Organization and Human Resource Consulting (OHRC) [hr.osu.edu/ohrc](http://hr.osu.edu/ohrc)

Performance Improvement Process Guide [hr.osu.edu/policy/resources/perfimproveguide.pdf](http://hr.osu.edu/policy/resources/perfimproveguide.pdf)

Policy 5.25, Performance Management [hr.osu.edu/policy/policy525.pdf](http://hr.osu.edu/policy/policy525.pdf)

Policy 8.15 Corrective Action and Involuntary Termination [hr.osu.edu/policy/policy815.pdf](http://hr.osu.edu/policy/policy815.pdf)

Ohio State Employee Assistance Program (EAP) [osuhealthplan.com/OhioStateEAP](http://osuhealthplan.com/OhioStateEAP)

University Policy Website [www.osu.edu/policies](http://www.osu.edu/policies)

University Rules for the Classified Civil Service [hr.osu.edu/Policy/CCS](http://hr.osu.edu/Policy/CCS)

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