



OFFICE OF HUMAN RESOURCES

Verbal Counseling

Verbal Counseling is not a disciplinary action. However, it is a critical aspect of pre-progressive intervention in that it is an opportunity for you, the supervisor, to address unsatisfactory performance and/or misconduct. In the event an employee continues to have unsatisfactory performance and/or there are issues of misconduct, the prior verbal counseling information will be the examples provided as part of a conference meeting and subsequent Conference Memorandum, Performance Improvement Plan (PIP) and/or when issuing a Letter of Reprimand.

STEP ONE – Address the Item of Concern

It is always recommended to speak with an employee verbally (oral) and not “hide behind email”. It is imperative that the employee is made aware of the issue/s and is provided an opportunity to provide an explanation and/or request additional training or resources.

- This step should occur ASAP (within 1 or 2 working days) following your becoming aware of need for verbal counseling.

STEP TWO – Document the Issue/Concern

Utilizing the ‘Verbal Counseling’ template document the occurrence by noting the facts (who, what, when, where and how), rule violated, impact to the district, guidance offered, and directive issued.

FACTS

What did the employee do or not do? Provide an objective unbiased statement of what occurred evidencing the employees’ unsatisfactory performance and/or misconduct.

- SEE EXAMPLES BELOW

RULE VIOLATED

What should the employee have done or not done? Provide an objective unbiased statement of what should have occurred or the expectation related to the unsatisfactory performance and/or misconduct. This should include the applicable Board Policy (BP), Administrative Regulation (AR), Merit Rule, and/or Collective Bargaining Agreement (CBA) section.

- SEE EXAMPLES BELOW

IMPACT TO THE DISTRICT

What was the negative impact (direct or indirect) of the employee’s unsatisfactory performance and/or misconduct to the district (department, student success, etc.)?

- SEE EXAMPLES BELOW

SUGGESTIONS, ASSISTANCE, GUIDANCE, AND/OR DIRECTIVE GIVEN

What are your expectations of the employee related to the unsatisfactory performance and/or misconduct? What are the consequences if this continues? What resources are available to the employee related to this unsatisfactory performance and/or misconduct? Provide clear directives for the employee to follow.

STEP THREE – Follow-up Email

Memorialize the discussion in an email (within 1 or 2 working days) to the employee which will document the conversation of the unsatisfactory performance and/or misconduct and expectations moving forward. The 'Verbal Counseling' template can be used as a guide for composing the email. This sent email will be stored with the applicable verbal counseling document as backup.

EXAMPLES

FACTS

Tardiness and/or Absence

Reported to work tardy in excess of 10 minutes on the following dates:
Reported unexcused absences on the following dates within the past 30/60/90 days:

Negligence / Inefficiency

[INSERT TASK ITEM] is due monthly by [INSERT DATE]. Completed on [INSERT DATE]

Insubordination

Directed to notify me of any [INSERT ITEM]. Did not follow direction on [INSERT DATE]

RULE VIOLATED

Tardiness and/or Absence

District-CSEA Collective Bargaining Agreement - Article 13.2.1(b)
Merit Rule 14.1.4(B)(2)

Negligence / Inefficiency

District-CSEA Collective Bargaining Agreement - Article 13.2.1(a)
Merit Rule 14.1.4(B)(1)

Insubordination

District-CSEA Collective Bargaining Agreement - Article 13.2.2(c)
Merit Rule 14.1.4(A)(1)

RULE VIOLATED – cont'd

Abusive Conduct

District-CSEA Collective Bargaining Agreement - Article 13.2.2(a)
Merit Rule 14.1.4(A)(2)]
SMC Board Policy 3050

IMPACT TO THE DISTRICT

Tardiness and/or Absence

Poses an undue hardship on co-workers and hinders my ability to adequately assign work and meet established goals and deadlines.

Negligence / Inefficiency

Impacts the productivity and performance of department as a whole.