



02.03.01 Corrective Action



Why This Procedure Is Important

This AMOP provides leaders with the procedure for ensuring an employee is held accountable when there has been a violation of departmental work rules, civil service rules or when there are performance deficiencies and provides a process for timely and consistent documented feedback to the employee.



To Whom Does This Procedure Apply?

This procedure applies to all Milwaukee County classified and unclassified employees.



Here Is What the Procedure Says:

- Management may consider corrective action including but not limited to:
 - When an employee is not meeting the requirements of the job
 - Coaching has not been effective in changing the employee's behavior and/or performance
 - A serious workplace rule violation or misconduct occurs



- Prior to taking any action or deciding NOT to take action, a manager must consult with an HR partner to discuss the employee's performance/behavioral issue as soon as it surfaces. The HR partner will provide guidance regarding effective documentation and what steps management should take in order to ensure consistency and compliance with all relevant County policies, rules and procedures.



- Steps to consider are:
 - Counseling
 - First Warning
 - Final Warning
 - Termination (unclassified employee)
 - or
 - Charges for Discharge Initiated (classified employee)
- Depending on the severity of the violation, management may skip one or more steps, up to and including Termination (unclassified) or Charges for Discharge (unclassified).



- After collaborating with the HR partner and agreeing on a course of action, the manager issues any corrective action to the employee. The manager asks the employee to acknowledge receipt, and provides a copy to the employee.



- The manager forwards all corrective action documentation to the HR partner who will retain the documentation and send the corrective action issued to the employee to the central HR office to be placed in the employee's personnel file.



- The manager provides feedback regarding the employee's compliance with the corrective action on the follow up dates documented on the form.

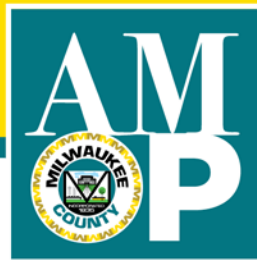


- If an employee has a concern about the corrective action that has been issued, the employee may follow the Open Communication guidelines referenced in the Milwaukee County Employee Handbook, raise his/her concern to an HR partner or call the Employee Relations Hotline at (414) 278-2000.



Probationary Employees

- Employee performance issues that surface during an employee's probationary period should be addressed quickly. There is no expectation for corrective action during probation.
- Concerns can be addressed at any point during the probationary period and must occur before the 6-month date.



- Managers should immediately discuss any probationary employee performance issues with their HR partner. These concerns are documented using the Probationary Employee Performance Evaluation Form.
- If the review shows serious workplace concerns, termination of employment may occur. A recommendation to terminate the employment of a probationary employee is not reviewed by the PRB/CSC.



Quiz Questions?

After reviewing the Procedure, you will be asked the following questions to complete the training:



1. What is the purpose of issuing corrective action to an employee?

- a) to communicate and help the employee understand performance concerns and expectations
- b) to help the employee correct performance concerns
- c) to make employee aware of potential consequences of failure to improve
- d) to create good documentation of performance that's been addressed with the employee
- e) all of the above.



2. Can discharge of an employee be considered if no prior corrective action has been issued?



3. Are managers required to provide probationary employees with corrective action?