

## Progressive Discipline Form - Example

Date: 9/1/2022

Employee Name: John D Account Rep

### Progressive Discipline Action (Adjust to match your employee handbook)

- Verbal Warning
- First Written Warning
- Second or Final Written Warning
- Termination

Management maintains discretion to skip one or all the steps in the process based on severity of the performance concerns.

**Statement of the Performance Concern:** I have received multiple complaints from customers regarding a lack of follow up on phone calls and emails. I have also noticed a pattern of a lack of proper documentation in the Policy Admin system. I have also received reports from your peers indicate they receive calls from customers following up on requests that have been left with you. Last week I received a call from Jim, owner of Midwest Towing. He was very upset that two phone calls had not been returned. When I went into the policy admin system I noticed that only 2/10 polices that you were responsible for had updated notes after your assigned retention calls.

**Impact of the behavior/performance gap:** Jim threatened to move his business to another agent. It took me an hour to calm him down and assure him this was a one-time mistake and I would take care of his concern and our agency would be more responsive in the future. Your lack of performance almost caused us to lose a policy and revenue for our agency. In addition, your peers are taking on extra work to follow up and provide service to your accounts. The lack of proper documentation puts our agency at risk for E&O claims.

**Corrective Action Steps to Be Taken:** Moving forward you will respond to all emails and phones calls within 24 hours. If there is a valid reason you are not able to respond in 24 hours, you should let me know or ask a coworker for support. For the next two months please keep a phone log of your messages and document the date and time your call was returned. In addition, you will provide documentation on 100% of the retention calls from your client list.

**Consequences of failure to improve:** Your improvement is critical to the success of our agency. We pride ourselves on providing excellent service and not following up with customers in a timely fashion damages our brand. I expect to see immediate improvement in the next 30 days. If there is not significant improvement, we will move to the next step of the discipline process.

**Support Provided:** I will schedule weekly check-ins to gauge your progress and see if you have questions or require additional support. I will provide you a call and email log where you can document your follow up with customers. I will schedule training to review the policy admin and the follow up documentation that is required. If you put in the effort, I am confident your performance will improve and we can get back on the right track.

**Employee Feedback/Input:** I acknowledge that I have an opportunity to improve. I have been a little overwhelmed by the volume of phone calls and lost track of a few messages. I will work to be more organized and diligent in following up with customers.

Employee Signature \_\_\_\_\_ Date \_\_\_\_\_

Supervisor Signature \_\_\_\_\_ Date \_\_\_\_\_