

Volunteer Performance Management

PERFORMANCE COACHING CHECKLIST

The following are some suggested guidance notes to support the preparation, execution and follow-up steps for performance management coaching or discipline.

PLAN THE MEETING	
	Arrange to meet with the volunteer privately. Do not discipline the volunteer in public or in front of other Scouters or youth.
	Prepare for the meeting by reviewing your notes and files about both the specific incident or problem in question and any past discipline taken, either verbal or written.
DO THE MEETING	
	Explain to the volunteer why you've called the meeting (if the volunteer doesn't know already).
	State the specific problem in terms of actual performance and desired performance.
	Review your progressive discipline policy/program with the volunteer, and explain what steps have been taken already and what the next step is.
	Give the volunteer a chance to explain and defend their actions.
	Acknowledge the volunteer's version of what happened and be sure to include it in your notes of the discipline session.
	Tell the volunteer that you expect their behaviour to change. Give specific examples and suggestions, and provide a timeline for these changes where possible.
	Have the volunteer repeat back to you or otherwise confirm that he or she understands the problem and is clear on what changes are expected.
	Explain to the volunteer that you will write an email to follow up summarizing the session as documentation.
	Reassure the volunteer that you value their contributions and that you want to work with them to make sure that they can continue to be successful.
REVIEW THE MEETING	
A written warning is a formal reprimand and is more serious than a verbal warning in the progressive discipline process. In documenting a written warning, all documentation should include:	
	Using your notes from the session, write an email or other documentation that summarizes the conversation.
	If a written warning has been issued, be sure to give the volunteer the opportunity to sign any documentation (as appropriate).
	Give the volunteer a copy of the document no later than the end of the day following the conversation.
	Monitor the volunteer's behaviour and performance to make sure that the problem has been corrected.