

# Quick Reference Guide: Handling Write-Ups and Communication Issues

## Conduct Coaching and Write-Ups in Person

- Always have the conversation face-to-face when possible.
- Document the discussion in writing for the personnel file.
- Use the meeting to clarify expectations and allow for dialogue.

## Four Key Questions for Write-Ups

When addressing performance or behavior issues, ensure the write-up answers these:

1. **What happened?** – Clearly state the issue or behavior.
2. **What needs to change and by when?** – Be specific and set a timeline.
3. **How can we support you?** – Offer practical solutions (e.g., “Take a short break if frustrated”).
4. **What happens if it continues?** – State consequences (e.g., “Further issues may result in disciplinary action, up to and including termination”).

## Employee Response to Write-Ups

- If an employee disagrees or wants to share their perspective:
  - Ask them to **write a statement**, sign it, and submit it.
  - Attach the statement to the original write-up in their personnel file.
- This ensures transparency and gives the employee a voice.

## Improving Communication Between Employees


- Start with **individual conversations** to understand each person’s perspective.
- Establish **ground rules**:
  - Keep tone professional; avoid sarcasm, blame, or emotional language.
  - Use phone or in-person meetings for sensitive topics.
  - Read emails/texts with a neutral mindset to avoid misinterpreting tone.

## Create an Action Plan

- Clarify roles and expectations.
- Set boundaries for communication.
- Schedule a follow-up to check progress.

## Escalate if Needed

- If issues persist, arrange a joint meeting with a neutral mediator.
- Encourage active listening and clarifying questions.
- Reset expectations and document agreements.

 **Tip:** Consistent follow-up is key to resolving conflicts and maintaining a positive work environment.





**Section 4: Policy or Expectation Violated (if applicable)**

*Reference the specific company policy, handbook section, or performance expectation.*

**Section 5: Previous Related Documentation (if any)**

- Verbal Warning
- Performance Improvement Plan (PIP)
- Written Warning
- None

*Provide dates and summaries of previous actions taken.*

**Section 6: Action Taken / Next Steps**

*Outline corrective actions, expectations moving forward, and any support or resources provided.*

Deadline for Improvement (if applicable): \_\_\_\_\_

**Section 7: Witness Statement(s)**

*If applicable, attach or summarize statements from witnesses. Each witness should sign and date their statement.*

**Section 8: Employee Response**

*Optional space for employee comments or rebuttal.*

**Section 9: Acknowledgment**

By signing below, the employee acknowledges that this documentation has been discussed. Signing does **not** necessarily indicate agreement.

|                                    |       |
|------------------------------------|-------|
| Employee Signature:                | Date: |
| Manager Signature:                 | Date: |
| HR Representative (if applicable): | Date: |