

NOTE: Since the Letter of Expectation is a corrective measure, not a disciplinary action, you should not include a warning that states that if the employee fails to show quick and sustained improvement, it may lead to further disciplinary action.

When should you use a Letter of Expectation? The letter can be used to address the activity, behavior, or situation and can be issued to:

- New employees
- Current employees who have moved into a new position
- All employees if there is a change in the organization

Instances that could be addressed by Letter of Expectation include:

- Absenteeism
- Conduct/Behavior
- Confidentiality
- Hours of work
- Leave
- Dress code
- Work assignments

FORMAT:



University of Missouri – St. Louis

DATE
EMPLOYEE NAME
EMP ID
EMPLOYEE TITLE

RE: Letter of Expectation

You are receiving this letter of expectation as a means to clarify expectations regarding your duties and to improve your performance as a staff member in the (insert CSD). This letter will serve to document my expectations, your responsibilities and what is considered appropriate.

This letter is an attempt to bring to your attention concerns about your performance and my expectations for you as a staff member in our department.

- Expectation
- Expectation
- Expectation

EXAMPLES of EXPECTATIONS

Being Respectful and Professional in Communication: You are expected to communicate with all persons you encounter in your professional capacity in a manner that does not make the person feel disrespected, mistreated, or undervalued as a person. You are expected to treat all persons with dignity and respect regardless of their position or role.

AND/OR

You are expected to treat people courteously at all times. You are expected to respond to direction, particularly from those in a senior or supervisory role, in a manner that does not create the impression of insubordination or confrontation.

Work Performance: You are expected to seek out training, seminars, etc. to professionally develop yourself, to attend training as directed and to identify your needs to help with these expectations. You are expected to report the status of projects, assignments, etc. You are expected to refrain from using your phone unless on...

Attendance and Absenteeism: You are expected report to work as scheduled, on time and prepared. Employees are expected to remain at work for their entire work schedule. If you need to arrive late or miss a shift, you are expected to notify your supervisor

Dress Code: You are expected to wear appropriate work attire that is clean, in good repair, and suitable for the environment we work in.

Personal Phone Calls/Texts: There may occasionally be times when personal calls must be made or received during business hours. You are expected to keep such calls held to a minimum and must not interfere with your work. Employees are encouraged to make such calls during their breaks or at lunchtime.

SECOND PARAGRAPH

This paragraph should include areas of concern noted by you, the supervisor, the dates of discussions with the employee about these concerns, and a summary of each conversation.

This should also include information on the action that has been taken to support the employee's improvement in work behaviors or job performance such as coaching and counseling or resources provided.

THIRD PARAGRAPH

This should describe short-term future actions to be taken such a training and monitoring of behavior or performance. A date should be included in this paragraph for a follow-up meeting with the employee to review the employee's progress.

EXAMPLE

You can expect regular meetings to review performance and additional trainings. We will meet once a week to review....

FINAL PARAGRAPH:

Please know that I am here to support you in meeting these expectations. It is my hope that by bringing this matter to your attention, you will take the appropriate actions to rectify these concerns.

SUPERVISOR NAME
SUPERVISOR TITLE

CC: Human Resources