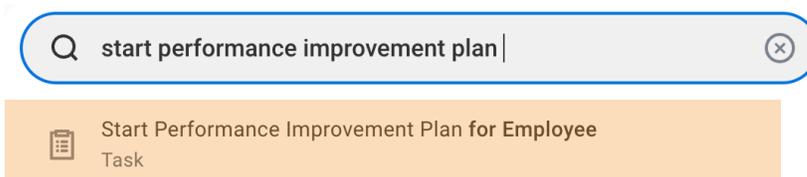# Performance Improvement Plan (PIP)

The Performance Improvement Plan (PIP) is a formal collaborative process between the initiating manager, the team member, HR and an appropriate witness. The purpose is to address a team member's performance issues; focusing on areas of needed improvement.

PIPs define when the team member will be measured on specific performance metrics and understand what type of coaching, support or resources the team member will receive throughout the duration of the Performance Improvement Plan. Formal PIP follow up documentation is a reoccurring process throughout the duration of the PIP.

1. From your Workday Homepage, type **Start Performance Improvement Plan** in the search box.
2. Click **Start Performance Improvement Plan for Employee**.

Start Performance Improvement Plan for Employee

Period Start and End dates for a **PIP:**
The "**Period Start Date**" should be the date the PIP will be issued.
The "**Period End Date**" should be the date the PIP is expected to end.

Example: A PIP is issued on 07/01/2021, with an expected length of two weeks. The **Period Start Date** will be 07/01/2021, and the **Period End Date** will be 07/14/2021.

Period Start and End dates for a **PIP Follow Up Form:**
Both start date and end date should be the date the follow up is completed.

Example: A PIP follow up is completed on 7/7/2021. The **Period Start Date** will be 07/07/2021, and the **Period End Date** will be 07/7/2021.

Employee	*	
Review Template	*	
Period Start Date	*	MM/DD/YYYY
Period End Date	*	MM/DD/YYYY

enter your comment

Submit | Cancel

Note: Please review the help text at the top of the page for important call-outs to the Performance Improvement Plan (PIP) process.

3. Type the team member's name in the *Employee* box

Employee   *****   ✕ John Doe ··· ☰

Review Template *****   ✕ GCNA/GIMV - Performance Improvement Plan ··· ☰

Period Start Date *****   01/01/2024 📅

Period End Date *****   02/01/2024 📅

enter your comment

4. In the *Review Template* box, select **Type > Performance Improvement Plan > GCNA/GIMV Performance Improvement Plan**

← Performance Improvement Plan (PIP)

◉ GCNA/GIMV - Performance Improvement Plan

◯ GCNA/GIMV - PIP Follow Up Form

Search ☰

Submit   Cancel

5. **Enter the appropriate Period Start and End Dates.** The Period Start Date should be the date the Performance Improvement Plan will be issued. The Period End Date should be the date the Performance Improvement Plan is expected to end.

> *Note:* Performance Improvement Plan durations can range from 4 weeks to up to 6 months. If you are unsure of the appropriate PIP duration for your specific situation, consult your HRBP for guidance.
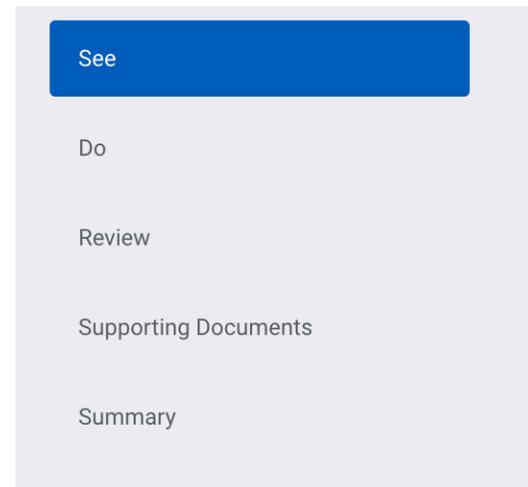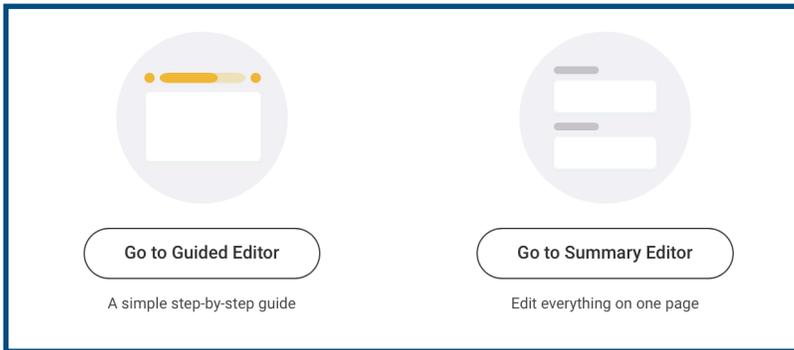
6. Do not enter comments. Click **Submit.**

7. A pop will appear, click **Open** to begin filling out the form.

Start Performance Improvement Plan Confirmation

**Up Next:** Jessica Rhoades | Complete Manager Evaluation

View Details

Open

8. Choose between **Guided Editor** and **Summary Editor.**

9. Fill out the **See**, **Do**, and **Review** Sections.

10. After completing the See, Do, and Review sections, **enter your store's number or department name in the comment section.**

Store 190

Process History

Jessica Rhoades
Complete Manager Plan for Performance Improvement Plan– Awaiting Action
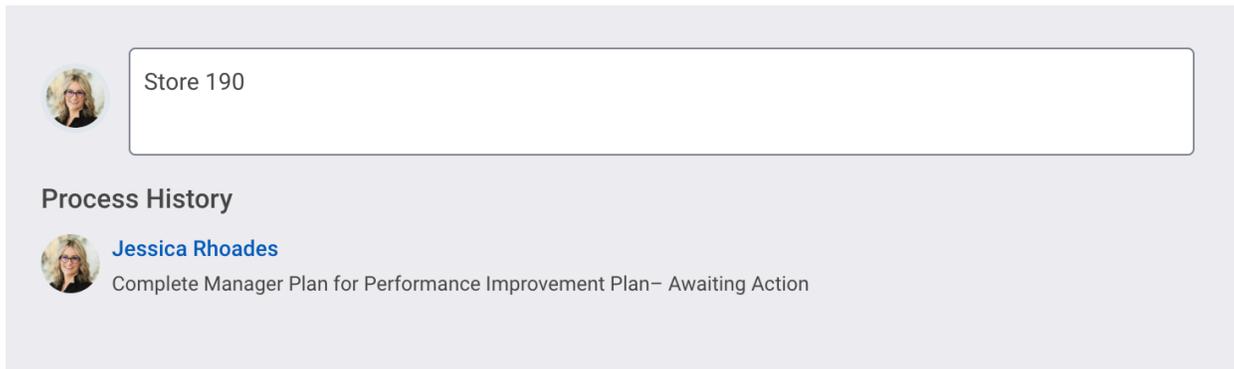
11. **Click Submit**. The completed Performance Improvement Plan will route to HR for approval.

12. Once HR has approved the PIP, the manager will receive an inbox item in Workday titled **Manager Evaluation: GCNA/GIMV Performance Improvement Plan: Employee's**

Manager Evaluation: GCNA/GIMV - Performance Improvement Plan: John Doe
25 minute(s) ago - Effective 02/01/2024
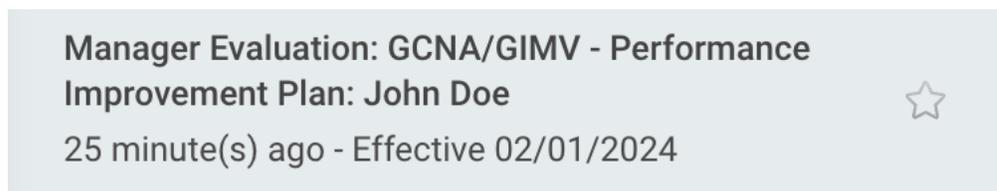
13. Click on the task in your the Workday inbox, and review the content of the PIP.

14. Click **Approve, Send Back,** or **Add Approvers**.

15. A pop-up will appear that the event was approved. Click on **To Do.**

Success! Event approved

Up Next: Jessica Rhoades | Schedule Meeting with Employee

View Details

To Do

IMPORTANT! Managers need to schedule a meeting with the team member, and an appropriate witness. **DO NOT CLICK SUBMIT UNTIL YOU ARE IN THE MEETING WITH THE TEAM MEMBER AND A WITNESS AND ARE READY TO DISCUSS THE CONTENTS OF THE PIP!**

Complete To Do   Schedule Meeting with Employee •••

For	John Doe
Overall Process	GCNA/GIMV - Performance Improvement Plan: John Doe
Overall Status	In Progress
Instructions	Now that you have completed your evaluation, schedule time with the employee.
	DO NOT PRESS SUBMIT UNTIL YOU ARE READY FOR EMPLOYEE TO SEE THEIR EVALUATION.

enter your comment

IMPORTANT! Click "**CLOSE**" until you are ready to return to the task and are ready for the team member to see their PIP.

Submit   Save for Later   Close

16. Schedule a meeting to discuss the PIP with the team member and a witness.

> **IMPORTANT! A WITNESS MUST BE PRESENT DURING THE MEETING!**
> The witness must be at a rank above the team member who is receiving the PIP. For example, if the team member receiving the PIP is an Assistant Store Manager (ASM), the witness must be a Store Manager (SM) or higher.

17. At the appropriate time, click the submit button. This action will route the PIP to the team member's Workday inbox for the team member to review and acknowledge.

18. The team member will need to submit an **Employee Acknowledgement** by navigating to their Workday inbox, opening the inbox item, clicking inside the Status box and choosing either **Acknowledge Review with Comments or Acknowledge Review without Comments.**

Employee Acknowledgement

Status *
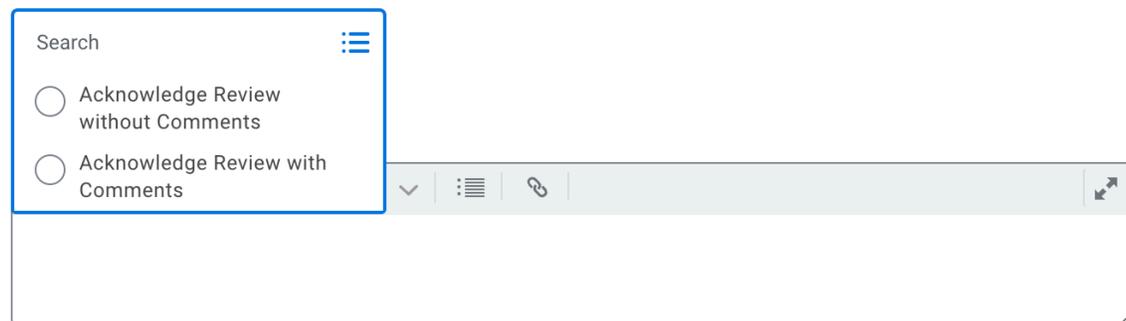
Search

○ Acknowledge Review without Comments

○ Acknowledge Review with Comments

> **IMPORTANT!** If the team member acknowledges their PIP with comments **DO NOT DISCUSS THEM WITH THE TEAM MEMBER!** Inform the team member that HR will follow up with them regarding their comments!
>
> If a team member ***REFUSES*** to submit their acknowledgment, refer to page 7 of the guide for the proper procedure.

19. After the team member submits their acknowledgement, the PIP will route back to the manager's Workday inbox. The manager will need to submit their acknowledgement by navigating to their Workday inbox, opening the inbox item, clicking inside the *Status* box and choosing **Acknowledge Review with Comments.**

Acknowledgement
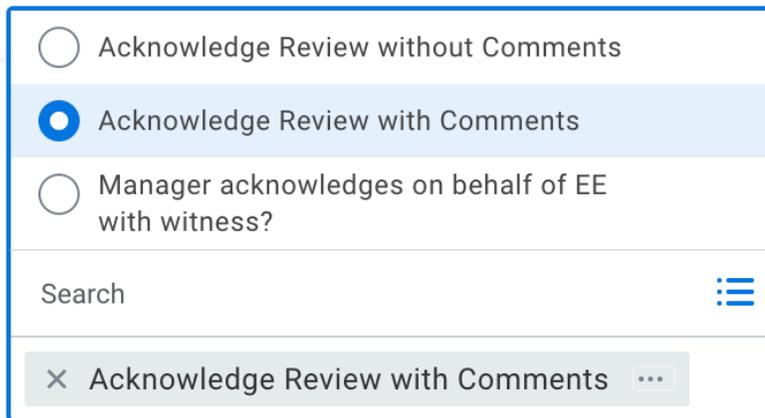
○ Acknowledge Review without Comments

● Acknowledge Review with Comments

○ Manager acknowledges on behalf of EE with witness?

Search

✕ Acknowledge Review with Comments ⋯

Comment

Normal ⌄ | **B** *I* U A ⌄ | ☰ | 🔗 | ⤢
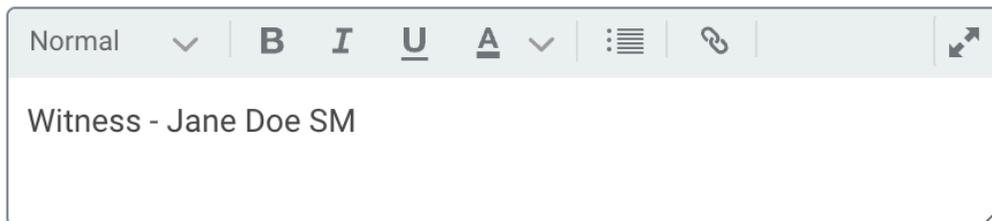
Witness - Jane Doe SM

20. In the comments section, **enter the word "witness" and the name and job title of the witness.**

21. Click **Submit**

Note: This concludes the initial Performance Improvement Plan (PIP) procedure for the initiating manager.

What Should the Manager Do if the Team Member Refuses to Acknowledge the PIP?

If the team member does not acknowledge the PIP during the meeting, the team member can acknowledge it in Workday on their own at a later time.

If the team member refuses to acknowledges the PIP or does not acknowledge the PIP within working three consecutive shifts, *managers should reach out to their HRBP to manually advance the process.*

In this situation, managers would select the **"Manager Acknowledges on Behalf EE with Witness"** option when completing the manager acknowledgement portion of the PIP process.

Managers would need to have their witness present and while they complete the manager acknowledgement portion of the PIP process.