



United States
Office of
Personnel Management

Washington, DC 20415

MEMORANDUM FOR DIRECTORS OF HUMAN RESOURCES

FROM:

MARTA BRITO PÉREZ
Associate Director
For Human Capital Leadership and
Merit System Accountability

A handwritten signature in cursive script that reads "Marta Brito Pérez".

SUBJECT:

New Training Available: Addressing and Resolving Poor Performance

I am pleased to announce the Office of Personnel Management (OPM) is offering a new, on-line course for supervisors entitled "Addressing and Resolving Poor Performance." This 2-hour course is available at no charge through USALearning (at <http://www.usalearning.gov>) and leads the user through a three-step process for addressing and resolving poor performance. After completing each step, the user will have access to checklists, answers to commonly asked questions, and samples of documents. Other lessons present information on several special topic areas such as union representation, making reasonable accommodations, documentation, and appeals. The summary lesson reviews the process. To receive credit for the training, the user must complete all six lessons.

This course is offered to help you develop the competencies of your supervisors and managers for dealing with poor performers. As you know, the Green Standard for Success for Performance Culture in the President's Management Agenda requires supervisors effectively manage the performance of subordinates, which includes managing poor performers. The Standard also requires the agency to provide consequences for performance, which includes recognizing outstanding performance and addressing poor performance. Having your supervisors complete this course or take similar training will provide support to them in this important area of performance management.

If your staff has any questions about this course and its content, please have them contact Karen Lebing at 202-606-1633 or by email at Karen.Lebing@opm.gov.