Employee Corrective Action Guide

Quick-Reference Checklist for Hardware Store Managers

🧩 WHEN TO STEP IN

- Repeated tardiness or absences
- Customer complaints
- Careless mistakes or productivity issues
- Disrespectful or disruptive behavior

📝 ACTION PLAN IN 5 STEPS

1. Observe & Document: Log what happened, when, and where. Focus on facts, not feelings

2. Watch for a Pattern: Keep a dated record of incidents. Look for recurring behaviors

3. Act Quickly (within 48 hours): Talk privately and respectfully. Explain the issue and its impact. Ask the employee their perspective.

4. Clarify Expectations: Clearly state what must change. Use the "Corrective Action Talk" template: > "Here's what needs to change: [specific behavior]. Here's what I need to see: [improvement timeline]. If this doesn't change, here's what will happen next: [next step — written warning, final notice, etc.]."

5. Document & Follow Up: Summarize the meeting. Have the employee sign the summary (not that they necessarily agree but they acknowledge the conversation). Schedule and complete a follow-up meeting if necessary.

✅ MANAGER'S CHECKLIST

✓	Step
☐	Behavior is clearly documented with examples
☐	Private meeting held within 48 hours
☐	Expectations and improvement timeline explained
☐	Notes signed and filed securely
☐	Follow-up scheduled and tracked
☐	Action taken is consistent and fair across team members

Reminder: Address issues early and respectfully. A consistent process builds trust and accountability — and helps avoid bigger problems down the road.

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