

An LOI usually consists of:

- A brief explanation of what occurred;
- A statement of what is expected including compliance with any relevant Work Performance Standards, policies, guidelines etc.;
- A statement indicating that the employee's full and immediate compliance with the expectations set forth in the document are met;
- A description of how compliance will be monitored; and
- Directing the employee to contact the supervisor with any questions regarding the expectations.

Since the purpose of an LOI is to coach the employee it is desirable to have the an easy to follow, straightforward document to help ensure the employee's easy grasp of what is expected and also to make it appear more coaching rather than disciplinary.



To: Jane Employee
From: John Supervisor
Date: June 5, 2016
RE: Letter of Instruction regarding Professional & Collegiality

On May 12, 2016, it was brought to my attention that you engaged in inappropriate behavior with a fellow co-worker on May 10, 2016. The information provided to me indicates that you and your co-worker engaged in an argument related to the processing of work-related documents and that during the verbal exchange, you became very loud, unprofessional and created a disturbance among other employees in the department.

The behavior you exhibited is unprofessional and does not comport with department policies and procedures or expectations set forth for all employees of the College.

It is my expectation that you will interact with all co-workers, staff, students and customers in a collegial, professional and courteous manner and maintain civility at all times, particularly when there are differing viewpoints. Additionally, I expect you to maintain a positive work attitude and promote a positive view of the department.

In the future, if you have any issue with a co-worker or have questions regarding their work assignments, I expect you to direct those questions to me.

I expect your full, immediate and consistent compliance with these expectations.

If you have questions or concerns regarding these expectations, please feel free to meet with me so that we may address any issue(s). Your adherence to these expectations will be monitored on an ongoing basis by me or others within your supervisory chain of command.