
Verbal Counseling Supervisor's Observations

203.1 PURPOSE AND SCOPE

Supervisors shall review employee performance on a daily basis. Supervisors may commend or provide constructive criticism to employees through the use of verbal counseling or supervisor's written observations. Positive behavior that reflects or supports the Department's core values should be documented whenever possible.

Additionally, employees demonstrating behavior contrary to our Department's core values or any provision of the Department Policy Manual can be reminded or instructed about how to improve behavior, performance or compliance with the Department Policy Manual, in a written Supervisor's Observation. Verbal counseling and/or Supervisor's Observations, even if the content addresses the need for improvement of performance, behavior or compliance are not considered discipline by the Department.

203.2 VERBAL COUNSELING PROCEDURE

All Supervisors should routinely seek opportunities to provide training and guidance to employees for the positive affect of increased knowledge, more proficient skills and adherence to the provision of the Policy Manual and Department Values. Verbal Counseling shall be considered anytime a supervisor discusses employee behavior or performance for the purpose of positively changing the behavior in the future. The first incidence of verbal counseling with a particular employee for a particular behavior or performance issue may or may not be documented in writing. However, nothing shall prohibit a supervisor from making reference to verbal counseling if the discussed behavior continues and additional efforts are needed for instruction, behavioral or performance modification as discussed below.

The involved employee's Division Commander or Division Lieutenant should be made aware of the counseling as soon as practical.

203.3 PROCEDURES FOR SUPERVISOR'S OBSERVATIONS

Any Supervisor may issue a written Supervisor's Observation. The Supervisor's Observation should be presented to the employee in a private setting, free of interruption.

- (a) Present the Supervisor's Observation document and explain its purpose.
- (b) Discuss the issue and give the employee an opportunity to thoroughly read the document.
- (c) Require the employee to sign the document. If the employee refuses to sign, note the refusal on the document.
- (d) Provide the employee a copy of the Supervisor's Observation.
- (e) The original Supervisor's Observation shall be kept in the involved employee's performance review file. A copy of the document shall also be forwarded to the employee's Area Lieutenant and/or Business Service Manager as appropriate.

Irvine Police Department

Policies

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- (f) The Supervisor's Observation shall remain in an employee's performance review file until his/her next performance review at which time it shall be removed and given to the employee.

203.4 FORMAT FOR WRITTEN SUPERVISOR'S OBSERVATIONS

- (a) The Supervisor's Observation shall be written on a standard department letterhead.
- (b) The document shall be formatted as any internal memorandum, with the following exception: The phrase "SUPERVISOR'S OBSERVATION LOG" shall be typed in the subject line.
- (c) Memos addressing the need for improved performance shall only remind the employee to adhere to a particular department policy item in the future and shall be devoid of reference to any additional future action if the behavior does not improve. Since the subject performance or behavior may not involve a violation of department policy, it is not necessary that a policy violation be cited in the text. In the first example, there is a reference to a policy violation; in the second, there is no policy citation.
- (d) The last line of the memo shall state, "This memorandum is not intended as discipline or as a basis for disciplinary action. It will not be maintained in your employee file beyond completion of your performance evaluation for the applicable period."
- (e) A line shall be provided below the last statement for the employee's signature and date.

See attachment: [Format for Written Supervisors Obs. Log.pdf](#)

Attachments

Format for Written Supervisors Obs. Log.pdf

EXAMPLE

IRVINE POLICE DEPARTMENT

IRVINE POLICE DEPARTMENT • ONE CIVIC CENTER PLAZA
P.O. BOX 19575, IRVINE, CALIFORNIA 92623 - 9575 • (949) 724-7000

Internet: <http://www.irvinepd.org> • E-Mail: ipd@irvinepd.org



MIKE HAMEL
CHIEF OF POLICE

NOVEMBER 06, 2019

TO: TOM JOHNSON, POLICE OFFICER
FROM: JEFF ELLIS, POLICE SERGEANT
SUBJECT: SUPERVISOR'S OBSERVATION LOG

On November 6, 2019, you reported 15 minutes late for your 7 a.m. shift. You stated that you overslept. You are reminded that Department Policy 106.5.5(b) requires employees to report to work on time.

This memorandum is not intended as discipline or as a basis for disciplinary action. It will not be maintained following completion of your performance evaluation for the applicable period.

Employee Signature

Date

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