

COUNSELING FORM

EMPLOYEE NAME Redacted by HELP Committee		EMPLOYEE NUMBER 120333	DATE PREPARED 11/16/2009
JOB TITLE Representative		DATE OF HIRE 1/2/2008	DATE IN POSITION 1/2/2008
SUPERVISOR NAME Redacted by HELP Committee		DEPARTMENT Marketing	LOCATION Everett 077
<p>Purpose of Form: This Form is intended to be a tool for supervisors to document counseling with employees in accordance with the Company's Corrective Action Policy ER 14.1 and to assist the supervisor with the counseling itself. Completed Counseling Forms must be retained by the supervisor. The Form should not be submitted to Human Resources until such time as Human Resources requests the Form or the supervisor seeks to initiate corrective action, completes the Corrective Action Form, and attaches this completed Form.</p>			
Background Information	<p>For discussions related to performance, provide relevant facts, e.g., performance results for specified time periods. For discussions related to conduct, describe observed conduct, date, time, place and witness(es). Also include information regarding any prior counseling.</p> <p>Lack of performance relative to PP&E guidelines.</p>		
Counseling Discussion	<p>1. Explain the reason for the counseling and the specific performance/conduct concern(s).</p> <p>With an overall 4 on your prior years PP&E I am concerned about your December start position. December is the first quarter of the year and it is imperative that you finish this quarter on track for the new year.</p>		
	<p>2. Clearly describe expectations of an acceptable level of performance or conduct.</p> <p>In order to at the minimum company expectations it is important that you achieve at or above the company average for each category on the Rep Plan Vs Actual. Those numbers are: Contact: 76% Scheduled: 39% Conduct: 37% Applied: 87% Accepted: 94% FAC Conduct: 79% and or achieve a final conversion ratio of between 4.4 and 6.4% for the quarter.</p>		
	<p>3. Gain employee's commitment to improve performance or change conduct.</p>		
	<p>4. State the consequences of not improving/changing (i.e., the need to initiate corrective action).</p> <p>If your performance does not show immediate and sustained improvement, further corrective action may be taken, up to and including termination of employment.</p>		
Plan of Action	<p>Describe the action the employee is expected to take to improve performance or change conduct. For performance improvement discussions, include specific, measurable performance goals and timelines. For conduct improvement discussions, set forth what constitutes unacceptable conduct and what constitutes appropriate conduct.</p> <p>I will run a Rep Plan Vs. Actual weekly to track progress and follow up every Friday with you to provide coaching. You should be prepared to discuss the current weeks conducts and motivation during this meeting. Gaining commitment at the scheduled and applied stages will be the key to improving performance for you.</p>		
Follow Up Date	<p>Date supervisor plans to have follow-up discussion with employee.</p> <p>December 16, 2009</p>		
Counseling Discussion Conducted By	PRINT NAME	Redacted by HELP Committee	DATE
	SIGNATURE	Redacted by HELP Committee	11/09/09

Original Form to be Retained by Supervisor

HR/11-1-07