



## Employee Counseling Report Guide

### Counseling Report Types:

**Verbal Counseling Reports** are for relatively minor or first occurrences of an action which warrants a disciplinary response. It's important to note that the purpose of this type of report is to create a constructive and respectful dialogue to address and document issues. Example: **"John forgot to tuck his shirt in prior to clocking in to work. His manager Jane notices and has a discussion with him about why it's important to follow a dress code. John agrees and tucks in his shirt and assures Jane that it won't happen again, and he understands why it's important to follow dress code."** Following the discussion, complete an Employee Counseling Report on the Intranet.

**Written Counseling Reports** are for repeated or more serious actions which are in violation of the rules and conduct we are all expected to uphold while working at WhiteWater. Once again, the purpose of this report is to create a constructive and respectful dialogue where issues are discussed and documented. However, this report holds more gravity than verbal and should be treated as such. Example: **"John was scheduled to open the store with Jane one morning. However, John fails to arrive on time resulting in Jane being the only one at the location. When Jane contacts John, he informs her he overslept and will head over right away. By John not adhering to the schedule and showing up late, considerable stress was placed on Jane. Jane addresses this with John and he agrees that his actions were unacceptable and will make it a priority to arrive on time."** It is best practice to give 1-2 verbal counseling reports before issuing a written report unless the action is a strict violation of our employee handbook or reflects insubordination. Written counseling reports should always take place with a third-party present. If you do not have a third party you can include in the discussion, please contact Human Resources. Following the discussion, complete an Employee Counseling Report on the Intranet.

**Final Counseling Reports** are reserved for either the most serious of violations of company policy that do not warrant immediate termination or for repeated violations of any nature which demonstrate continuous disrespect for the policies we are all expected to follow. Unlike verbal or written counseling reports, the issuing of a final counseling report should be exclusively reserved for when a dialogue with a Spartan has shown to be ineffective at correcting policy violations. Once a final counseling report has been issued, any further actions which violate policy will be grounds for termination. Example: **"John is guiding guests' vehicles into the tunnel; John has a history of not checking guests' vehicles to ensure they are safe to go through the tunnel and this has been addressed multiple times by members of management through**



verbal and written counseling reports. John fails to check a truck bed which results in the contents of the truck bed getting caught in tunnel equipment, damaging the equipment and guests' vehicles. Jane addresses this with John and he promises to do better from now on with checking vehicles, however given the seriousness of the impact of John's actions he is placed on Final and is told that any further poor performance will result in immediate termination." Unless a violation is at a level close to warranting termination but not an immediate terminable offense, a written counseling report is required before filing a final report. Examples of an immediate final would be extreme safety issues, extreme insubordination, or issues that cause immediate harm to WhiteWater's business. Final counseling reports should always take place with a third-party present. If you do not have a third party you can include in the discussion, please contact Human Resources. Following the discussion, complete an Employee Counseling Report on the Intranet.

## **FAQ**

**What's The Order of Counseling Reports?** Please note that counseling reports do not have to be issued in sequential order as above. Multiple verbal and written reports can be issued at management's discretion. Additionally, a verbal report can always be issued after a written report at management's discretion. We use this approach to give members of management the agency needed to manage the locations they oversee and enable everyone to lead in the empire.

**Who Can Issue Counseling Reports?** Store Managers and the above are permitted to issue a report and a witness can be a Store Manager and above.

**How Long Are Counseling Reports Active?** Counseling reports remain active for 6 months after being issued.

**Who Has to Sign a Counseling Report?** *Counseling reports should always be issued in the presence of the employee receiving them. Please note the employee signature section must be signed by the employee, not by management or a witness.* If an employee is not present to sign a counseling report, then it should not be submitted at that time. The employee receiving the counseling report should sign the form, however if an employee refuses to sign the form, a witness must sign the form. This is done to ensure that reports are not issued without the employee being made aware. Additionally, the individual issuing the form must always sign it as well. The signature of the employees is acknowledging the report was issued.



**What Should I Include in The Counseling Report?** Please make all counseling reports as detailed as possible. A good rule of thumb would be to imagine as though you were an outside party reading the report, would you be able to ascertain what happened from just reading the report? We are looking for details regarding specific infractions. Write down facts and not your opinions or assumptions. Refrain from using feeling words like "I feel" or "I think". Add steps for improvement and a timeline to revisit the issue(s).

**How Am I Supposed to Know What Type of Report to Issue?** Please exercise reasonable judgement when choosing what type of report to use. For instance, having an untucked shirt would not warrant an immediate first and final counseling report. If you have any questions about the number of reports an employee has, please contact [hr@whitewatercw.com](mailto:hr@whitewatercw.com) or Larissa Guerra at 346-367-2507.

**Where Should I Issue Counseling Reports?** Counseling reports are private matters that should only include the issuing party, the receiving party and then a witness. This means that counseling reports should only be issued in the offices at each respective location and within view of a camera.