***Remediation Plans 101***

* Go review your evaluation procedures. Now. Be sure that they:
  + Clearly outline the steps that would be taken if someone were not functioning at a level expected by their position, including a remediation plan
  + Are consistent with your HR guidelines
  + Include appeal procedures
* Go review your evaluation forms. Be sure that they:
  + Have clear criteria (behaviorally anchored) for different ratings
  + Focus also on professionalism in addition to skill development
* When you are faced with the question of a plan:
  + Consult with other training director peers
  + Consult with the academic training director
  + Use available resources to look at examples that might fit for your style and your center
  + Be sure you and the primary supervisor and any other supervisors are on the same page
  + Consider cultural variables that may impact evaluations and expectations
* When you are the one to have that difficult conversation (this can be preferable to protect the primary supervisor relationship!)
  + Be clear on what you want to say, review the specific behaviors that led to the plan
  + Be direct – don’t beat around the bush, no matter how uncomfortable you are
  + Recognize that an angry/hurt intern does not mean you are doing the wrong thing
  + Repeatedly emphasize that this is intended to be helpful, growthful for them while also validating how it can feel punitive and critical
  + Work on your comfort with being the bad object!
* Dealing with the rest of the training group
  + Remind them about confidentiality and how they would want confidentiality respected
  + Remind them of your due process procedures (i.e., RPs don’t just suddenly appear out of nowhere!)
  + Support the primary supervisor and training team
* Miscellaneous advice
  + Use language of professional competence problems rather than impaired trainee
  + Consult with CoA, HR, APPIC, and campus legal counsel as needed
  + Take care of yourself through the process!