

GRIEVANCE HANDLING

LETTER OF EXPECTATION - EXAMPLE

A letter of expectation is a performance management tool that is not disciplinary or accusatory. Its purpose is to provide guidance, communicate expectations and reduce future misunderstandings. It outlines the employer's expectations regarding the employee's behaviour in the performance of their job duties and/or compliance with policies or standards.

How Should a Letter of Expectation (LOE) Be Written?

- Generic enough that anyone in the same role could receive it.
- Uses language such as "employees are expected to".
- Is future looking, proactive, & positive in tone.
- Does not refer to the specifics of the situation, behavior, or activity.
- Does not include any type of warning.
- Does not contain any reference to past meetings.
- Does not reference any other documents on file.

Sample Letter of Expectation

Dear [Employee]:

July 6, 2020

We expect all dressing changes to be performed using sterile technique in accordance with the employer's policy #735 which can be found in the policy manual located on your unit.

In order to meet this expectation, we have provided a one-hour in-service with the surgical clinician at 0900 on July 8. During this in-service, she will show how to change dressings pursuant to policy #735. All nursing staff will then be expected to demonstrate to the clinician the dressing change process.

If you have any concerns or questions following the in-service, please feel free to speak to the clinician or charge nurse on your unit.

Sincerely,

[Manager]

PRO TIP: The content of the letter always trumps the title of the letter. Make sure to review all Letters of Expectation (LOE's) to ensure that they are not disciplinary.