

Coaching vs. Corrective Action

Approach	Purpose	Tone & Style	When to Use	Outcome Goal
Coaching	Develop skills, build confidence, and foster growth	Collaborative, supportive, curious, future-focused	When an employee shows potential and willingness but needs guidance or clarity	Increased engagement, skills, and capability
Corrective Action: Performance Improvement Plan (PIP)	Provide structured support, <i>in writing</i> , to improve performance, with specific goals and timeframes	Collaborative, supportive, and structured. Contains systems for accountability, such as weekly check-ins, training, etc.	When performance issues persist despite informal feedback or coaching When you are willing to collaborate and support the employees' improvement, but need to provide more clarity and structure in writing When an employee shows potential and willingness but needs additional structure and clarity	Measurable performance improvement
Corrective Action: Written Warning	Address policy violations or serious performance issues and consequences, <i>in writing</i>	Formal, direct, and clear (clear is kind!)	When behavior or performance breaches a serious expectation or a policy. When performance is lacking and you already tried coaching and a PIP. When it is time to let the employee know they should seek employment elsewhere	Organizational risk mitigation Clear boundaries and documented consequences A warning before termination