

CREST / PEOPLE MANAGEMENT

Turning a probation concern into a clear improvement plan

Crest needed help with an employee who was struggling during probation. The support helped the manager explore the reasons for the performance concern and agree a structured opportunity to improve.

The situation

The employee's performance was below the level expected during probation. The business wanted to understand its options while treating the employee fairly and considering whether further support could help.

What we did

The advice was to hold a probation review meeting and discuss the current situation with the employee. Letters and supporting documents were provided so the manager could organise the review and record the next steps. The discussion was intended to understand the cause of the difficulty before deciding what should happen.

What changed

The employee's probation was extended, with daily check-ins planned with the line manager. This provided a defined opportunity to improve and a clearer support arrangement. The source does not confirm the eventual performance outcome or retention of the employee; avoiding another recruitment exercise was a potential benefit, not a measured result.

This is a historical advisory case. No Hub use or software outcome is claimed.

Source: the supplied probation case note dated 24 June 2022. The case records the agreed next steps, not the employee's eventual outcome.

Speak to Employee Passport about probation and manager support.

[Visit Employee Passport to speak to our team](#)