IT Nation Evolve Member Improvement Plan (MIP)

Purpose and Format

The IT Nation Evolve Member Improvement Plan is designed to proactively identify, formalize and expedite improvements in member performance through shared buy-in between members, facilitators and IT Nation Evolve leadership.

The Member Improvement Plan is completed by the member with input and approval of the facilitator (group may give input to facilitator), and/or ITN Evolve. The facilitator will communicate with ITN Evolve leadership that a plan has been put in place.

Member's Name: _____   **Facilitator's Name:** _____

Company: _____   **Group:** _____

Date Issue was Identified: _____   **Targeted Completion Date:** _____

SITUATION: Briefly describe the situation that led to this MIP. Why does there need to be change?

IMPROVEMENT STEPS: Be specific, measureable and time-based. Who needs to do what and when? How may the facilitator and group help? What will be measured? Are there milestones? Who determines successful completion?

OUTCOME: What will be the outcome if this plan is not completed? (extend timing; change in membership; etc.) Are there other items or issues that need to be addressed? (i.e. Start doing; Stop doing; Change what's being done now.)

SIGN-OFF: I agree with the assessment and MIP above. I understand not following the MIP and demonstrating improvement may result in my removal from this ITN Evolve peer group and ITN Evolve.

_____   _____   _____

Member's Signature   **Facilitator's Signature**   **Date**

Once signed, the facilitator will send a copy of the MIP to Connie Arentson (carentson@connectwise.com). If you have questions about utilizing the MIP, please contact Connie Arentson.

IT Nation Evolve MIP Guidelines, Process and Coaching Points

Guidelines and Process

The ITN Evolve Member Improvement Plan (MIP) is designed to proactively identify, formalize and expedite improvements in member performance through shared buy-in between members, facilitators and ITN Evolve staff.

- The facilitator implements the MIP based on group feedback, personal observation and/or ITN Evolve guidelines.
- The facilitator initiates the MIP by meeting with the member to discuss the area(s) to improve.
- The member completes the MIP form based on the conversation with the facilitator. The facilitator makes final edits and additions. Both parties sign the form.
- The facilitator notifies ITN Evolve (Connie Arentson) when an MIP has been formally discussed with a member.
- ITN Evolve may contact the member to confirm clarity around reasons the MIP was considered and offer to assist.
- The facilitator notifies ITN Evolve when an MIP starts and ends; ITN Evolve may be involved to assist with the MIP.

Important Reminders

- No member will be removed before an MIP has been discussed with the member and with ITN Evolve (Connie Arentson).
- No member will be removed without documenting the concern(s) and providing 90 days to improve.

Coaching Points

- Financial and other quantifiable performance indicators are not the sole drivers for implementing an MIP. There should be flexibility and judgment weighted around less quantifiable indicators.

- The facilitator is responsible for initiating, leading and monitoring the MIP process with members. ITN Evolve is available to help, and can draw on similar situations in other groups. The facilitator is asked to be a strong listener and leader, and to be firm and fair.

- There are two areas that indicate a discussion should take place about implementing the MIP.
    - **ITN Evolve Performance** – The group should have a discussion about implementing an MIP for members who miss excessive meetings, fail to post the 4 Plans, achieve a minority of their quarterly goals over time, etc. This does not mean the group will implement an MIP.
    - **Group Performance** – Each group may establish guidelines for reasons to discuss use of the MIP. Typically, this involves failure to execute and be accountable based on group recommendations. This could apply to goals, guidance or documented recommendations, especially issues that go unresolved repeatedly.

- Use the MIP proactively and earlier, rather than reactively and later. Look for opportunities to apply the MIP at "yellow lights" not just red ones. Target objective measures. Ask if you have questions.

- The MIP is referenced in both the **ITN Evolve Membership Agreement** and the **ITN Evolve Policy Guide.** Both are available at https://hub.connectwise.com/resources/new-item4/agreements.

- Contact Connie Arentson (carentson@connectwise.com or 712-794-7983) if you have questions.