

CDC Performance and Conduct Management for Laboratory Supervisors

This course is part of the CDC laboratory supervisor training curriculum intended to provide a general overview of best practices for leadership, management, and policy implementation specific to laboratory settings.

The videos and photos used in the course are for demonstration purposes only. The course is audio driven but should you choose not to use the audio features, text-based alternatives (e.g., closed captioning) are provided.

For the most comprehensive overview of supervisor guidelines, refer to your Supervisor Handbook or speak with your manager or department director.

OLSS recommends using Microsoft Edge or Google Chrome browsers to ensure the optimum learning experience. Using any other browser, such as Internet Explorer, is not recommended.

Select the button below to start the training

START TRAINING





**Performance and
Conduct Management**
For Laboratory Supervisors

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Performance and Conduct Management For Laboratory Supervisors



**Please select the next arrow below to
continue.**

NOTE: This course will take approximately 3 hours to complete.





Performance and Conduct Management for Laboratory Supervisors

Lesson Menu

1 Distinguishing Between Performance Issues and Misconduct



2 Roles and Responsibilities in Holding Employees Accountable for Conduct and Performance Issues



3 Understanding Misconduct Investigations





Distinguishing Between Performance Issues and Misconduct

Lesson Introduction

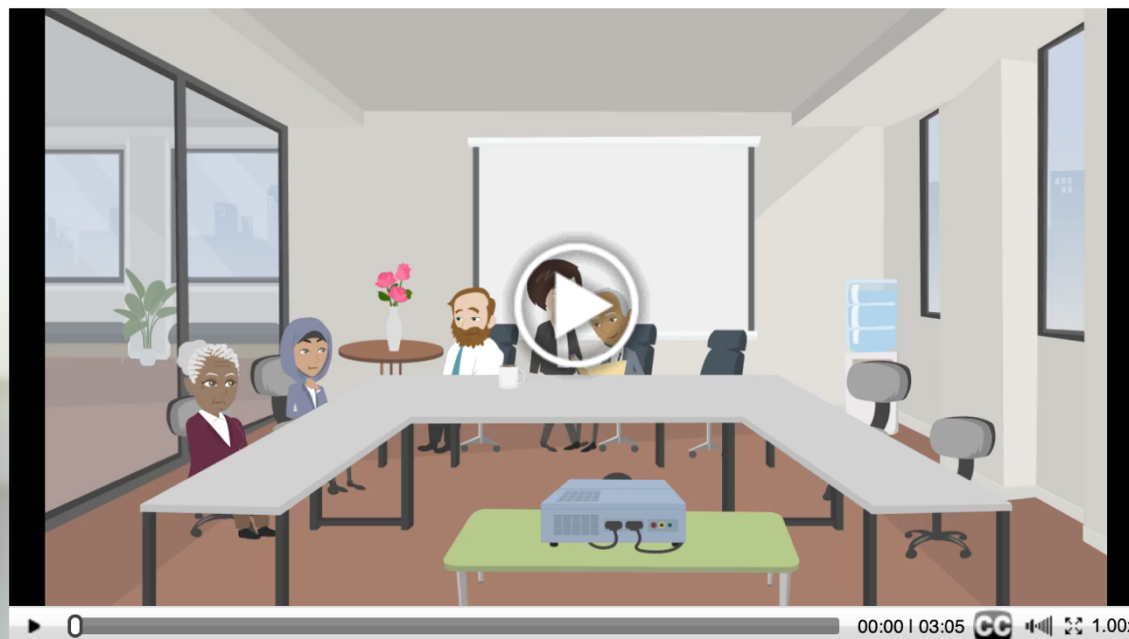




Distinguishing Between Performance Issues and Misconduct

Supervisors Discussion: Performance Issues vs. Misconduct

Select the play button to meet five laboratory supervisors at CDC.





Distinguishing Between Performance Issues and Misconduct

Chris's Errors: Performance Issue or Misconduct?

Based on the conversation between Gina and Chris, do you think this is a performance issue or misconduct? (Choose the best answer)

[open laboratory with Question Mark](#)

- ☐ Performance Issue
- ☐ Misconduct

Submit



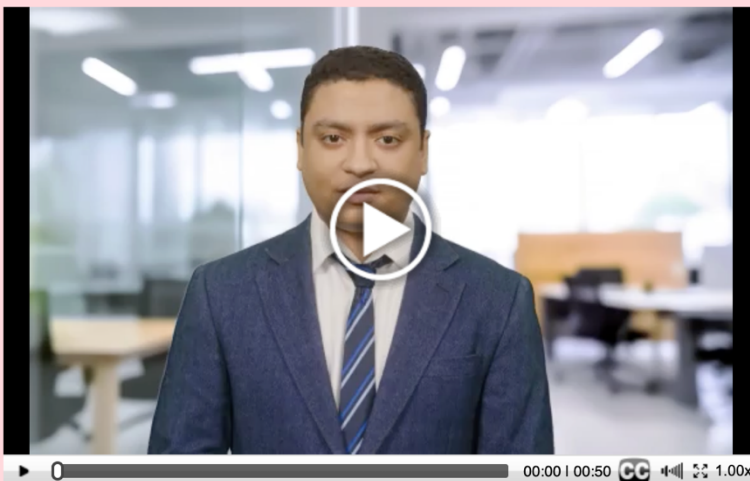


Distinguishing Between Performance Issues and Misconduct

Chris's Errors: Performance Issue or Misconduct?

Based on the conversation between Gina and Chris, do you think this is a performance issue or misconduct? (Choose the best answer.)

Incorrect



Performance Issue:

Employee does not meet the expected standards of work quality, productivity, or other job-related metrics.

Misconduct:

Behavior that violates agency policies, ethical standards, or legal requirements. Failure to comply and follow rules.



Distinguishing Between Performance Issues and Misconduct

Factors Indicating a Performance Issue or Misconduct

**Chris is apologetic about his errors and displays eagerness to do better.
How do you think this factors in to whether the situation will be considered
a performance issue or misconduct? (Choose the best answer.)**

- ☐ It will more likely be treated as misconduct.
- ☐ It will more likely be treated as a performance issue.

Submit



Distinguishing Between Performance Issues and Misconduct

Factors Indicating a Performance Issue or Misconduct

Chris is apologetic about his errors and displays eagerness to do better.
How do you think this factors in to whether the situation will be considered a performance issue or misconduct? (Choose the best answer.)

Correct



Factors indicating a performance issue:

- High remorse
- Non-intentional act
- Lack of malice or defiance
- Employee lacks skills, knowledge, or training
- One-time mistake
- Personal obligations or distractions
- Non-serious or severe consequences
- Little or no damage to agency reputation, finances, or output

Factors indicating misconduct:

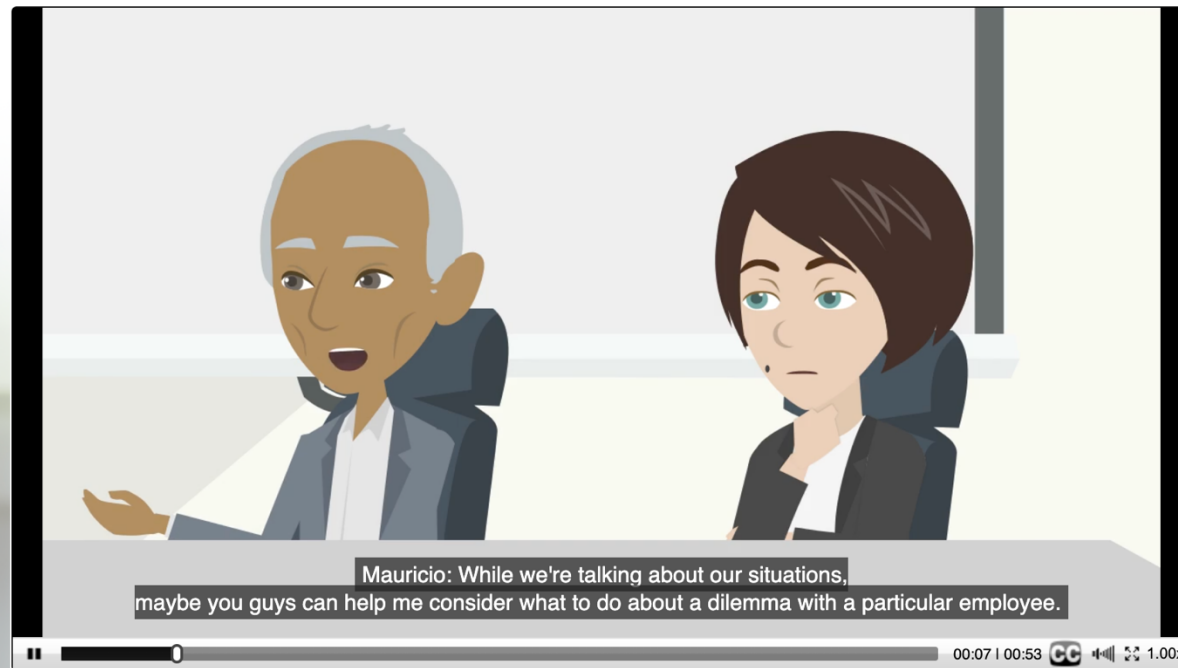
- Intentional act or behavior
- Acting with malice, defiance, or hostility
- Repeat offenses despite warnings or remediation
- Grave consequences for the public, internal employees, or animals
- Damage to the organization's finances, reputation, or output

Distinguishing Between Performance Issues and Misconduct

Supervisors Discussion: Non-Compliance with Animal Use Protocols

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Select the play button to watch and listen as the supervisors speak about non-compliance with animal use protocols.



Distinguishing Between Performance Issues and Misconduct

Mauricio and James

Select the play button to watch and listen to Mauricio's exchange with his employee, James, about the importance of following animal use protocols.





Distinguishing Between Performance Issues and Misconduct

Safety Violation: Misconduct or Performance Issue?

For each statement, select whether you think it represents misconduct or a performance issue. Then select Submit.

Misconduct ▾

Zoë is not complying with an approved protocol.

Misconduct ▾

Zoë is not retaining information on written documents.

Please make selection ▾

Zoë is distracted while doing her work and needs to focus more.

Please make selection ▾

Zoë has a dismissive and irritated demeanor when her supervisor speaks with her about the issue.

Submit





Understanding Misconduct Investigations

Safety Non-Compliance Misconduct Investigations

Select each button to learn about steps taken by OLSS and OHR in handling investigations related to safety non-compliance.

1. Complaint or Allegation

2. Preliminary Assessment

3. Investigator Appointment

4. Gathering Evidence

5. Interviews & Records

6. Analysis & Evaluation

7. Report Preparation

8. Review & Decision

9. Actions & Remedies

10. Communication

11. Follow-Up

12. Documentation & Reporting

11. Follow-Up

After the investigation is concluded, follow-up actions might be required to monitor compliance with recommendations or to ensure that the issue has been fully resolved.



Understanding Misconduct Investigations

Confidentiality in Misconduct Investigations

In misconduct investigations of all types, supervisors are asked to cooperate with the investigation by being honest and by providing requested documents and information. They are also asked to maintain confidentiality. Select each button to learn more about why confidentiality is so important in misconduct investigations.

**Protecting the Privacy
of Individuals**



**Preventing Retaliation and
Intimidation**



**Ensuring the Integrity of the
Investigation**



**Encouraging Candid
Participation**

**Avoiding Unnecessary
Damage to Reputations**

Ensuring the Integrity of the Investigation

Confidentiality prevents the spread of information that could compromise the integrity of the investigation. This includes preventing witnesses from aligning their stories or altering their statements based on what they learn about other aspects of the investigation.

Understanding Misconduct Investigations

Lesson Conclusion & Course Wrap-Up

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Congratulations!

You've completed this course

In observing conversations among laboratory supervisors; situations

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