Probation extension email

Send it the same day as the extension conversation and before the original probation end date. An extension sent after the date has passed may not be valid under your contract or local law.

FORMAL EXTENSION

Subject: Extension of your probationary period: [Job Title]

Dear [First Name],

Thank you for meeting with [Manager Name] and me on [Meeting Date]. As discussed, we are extending your probationary period as [Job Title] by [Extension Length]. Your new probation end date is [New End Date].

We have seen real progress in [Strength Area]. The extension gives you time to reach the expected standard in these areas:

1. [Gap 1 and the measure, e.g. average handle time at or below 420 seconds for four consecutive weeks]
2. [Gap 2 and the measure, e.g. no more than one unplanned absence in the extension period]

To help, we will provide [Support, e.g. weekly coaching sessions with your team lead and two side-by-side shifts with a senior agent]. You and [Manager Name] will review progress every [Review Frequency], with the first check-in on [First Check-in Date].

At the end of the extension we will either confirm your employment or end it. All other terms in your offer letter dated [Offer Date] stay the same. A copy of this letter is attached; please reply to confirm you have received it.

If you have questions, contact me directly.

Sincerely,
[Your Name]
[Title], [Company]

FROM THE MANAGER, SUPPORTIVE

Subject: Your probation: what happens next

Hi [First Name],

Thanks for the honest conversation today. To put it in writing: we're extending your probation by [Extension Length], to [New End Date].

I want this to work. You've done well on [Strength Area], and I think the two gaps we talked about are fixable:

- [Gap 1, with the target]
- [Gap 2, with the target]

Here's what I'll do on my side: [Support]. We'll meet every [Review Frequency] so nothing at the end comes as a surprise.

HR will send the formal letter separately. If anything in our conversation wasn't clear, tell me now rather than later.

[Manager Name]

SHORT, POLICY-DRIVEN

Subject: Probation extended to [New End Date]

Hi [First Name],

Following your probation review on [Meeting Date], your probationary period has been extended by [Extension Length] under section [Policy Section] of the employee handbook. Your new end date is [New End Date].

The areas to improve, the targets and your review schedule are in the attached letter. [Manager Name] will meet with you on [First Check-in Date] to go through the plan.

Regards,
[Your Name]
[Title], [Company]

SUBJECT LINE IDEAS

- Extension of your probationary period: [Job Title]
- Your probation: what happens next
- Probation extended to [New End Date]
- Outcome of your probation review
- Probation review: extension and next steps
- Following up on today's probation meeting

SMS / WHATSAPP VERSION

Hi [First Name], it's [Manager Name]. As we discussed, your probation is extended to [New End Date]. HR has emailed the letter with the targets and support plan. Our first check-in is [First Check-in Date]. Text me if anything is unclear.

Placeholders to replace: [First Name], [Job Title], [Manager Name], [Meeting Date], [Extension Length], [New End Date], [Strength Area], [Gap 1], [Gap 2], [Support], [Review Frequency], [First Check-in Date], [Offer Date], [Policy Section], [Your Name], [Title], [Company]