



Performance Diagnostic Tool

For Managers & HR

Identify and address the causes of poor performance

Performance Diagnostic

PERFORMANCE PROBLEMS?
 What is the problem? Is it important?
 The gap between expected and actual performance?

Are the expectations clear?
 If you asked would they say the same thing you would?



YES

Not sure

NO

Check their understanding

Explain your expectations
 Check they understand

Are you following up?
 People respect what you inspect



YES

NO

Be seen to observe and check up regularly.

Can they do the job?
 Has this person performed consistently in the past?



YES

NO

Do they have the tools guides & information they need?



NO

Provide tools remove barriers

Have they had training?



YES

NO

Provide opportunity for Practice and coaching
 Then check again - is performance still poor?

Provide training

Provide feedback to steer
 Them back on track.
 Check again soon.
 Is there still a problem?



YES

Are the consequences in balance?
 Are you actively providing positive feedback for good work?
 Are you confronting Poor Performance?
 Are you making sure you don't punish your good performers with extra or more difficult work?



YES

NO

Make sure the consequences balance

Person is not willing to meet Performance Standards - start Termination process



YES

Training track
 Poor performance is likely due to lack of ability which cannot be fixed - start termination process

