

## Checklist: Addressing Performance Issues

Misdiagnosis of a performance problem can have serious consequences. To develop your ability to determine correctly the cause of a problem, use the following checklist the next few times a performance problem arises. The checklist addresses four of the most common causes of problem performance and will help you determine the most appropriate course of action.

### Evaluation Checklist *(Tick the appropriate response)*

#### Lack of clear communication

1. Does the person know the problem exists?  
(If not, it may resolve itself when brought to their attention)
2. Have I clearly communicated my expectations concerning the individual's performance?
3. Did the individual clearly understand my expectations?  
(To answer this question, please ask the person to state his or her interpretation)

	YES	NO	Comments
1. Does the person know the problem exists? (If not, it may resolve itself when brought to their attention)	<input type="checkbox"/>	<input type="checkbox"/>	
2. Have I clearly communicated my expectations concerning the individual's performance?	<input type="checkbox"/>	<input type="checkbox"/>	
3. Did the individual clearly understand my expectations? (To answer this question, please ask the person to state his or her interpretation)	<input type="checkbox"/>	<input type="checkbox"/>	

#### Situational Constraints

Do any of the following obstacles outside of the individual's control affect his or her performance?

- Lack of resources
- Lack of authority
- Conflicting directives
- Lack of time
- Other (describe: .....)

	YES	NO	Comments
Do any of the following obstacles outside of the individual's control affect his or her performance?	<input type="checkbox"/>	<input type="checkbox"/>	
• Lack of resources	<input type="checkbox"/>	<input type="checkbox"/>	
• Lack of authority	<input type="checkbox"/>	<input type="checkbox"/>	
• Conflicting directives	<input type="checkbox"/>	<input type="checkbox"/>	
• Lack of time	<input type="checkbox"/>	<input type="checkbox"/>	
• Other (describe: .....)	<input type="checkbox"/>	<input type="checkbox"/>	

**Deficient Skills, Knowledge or Abilities**

- 1. Do I have evidence that this person has the necessary abilities, knowledge and skills to do this job?
- 2. Has the individual performed this task adequately in the past?
- 3. Does the person have the knowledge or aptitude required to improve performance?
- 4. Is training available for people who have the required aptitude but not the required skills?

YES	NO
<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	<input type="checkbox"/>

Comments

**Inappropriate Consequences of Behaviour**

- 1. Do existing policies reward poor performance or punish good performance?
- 2. Have I done what is necessary to change policies that produce inappropriate consequences?

YES	NO
<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	<input type="checkbox"/>

Comments