



Manage Under-Performance



Objectives

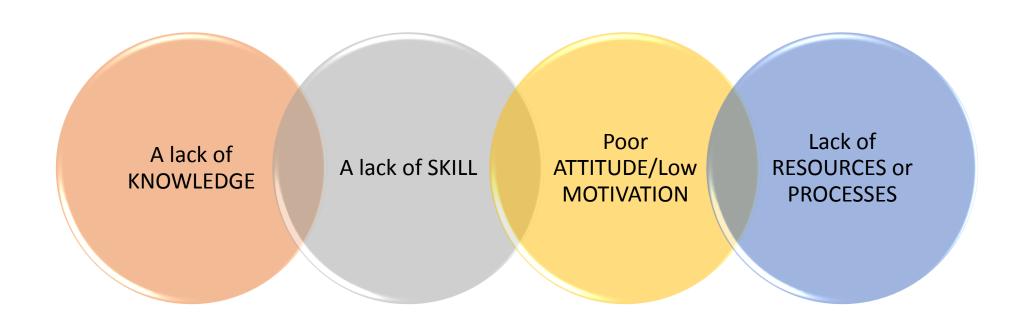
By the end of the Power Hour you will be able to:

- Recognise 4 main reasons for underperformance at work.
- Have a performance improvement conversation with someone.
- Draw up a Performance Improvement Plan.





Underperformance is USUALLY due to...





Approaches to managing underperformance

If the problem is lack of **knowledge...**

We need to tell/educate the other person.

If the problem is lack of **skill**,...

We need to **train** them.

If the problem is lack of 'will'...

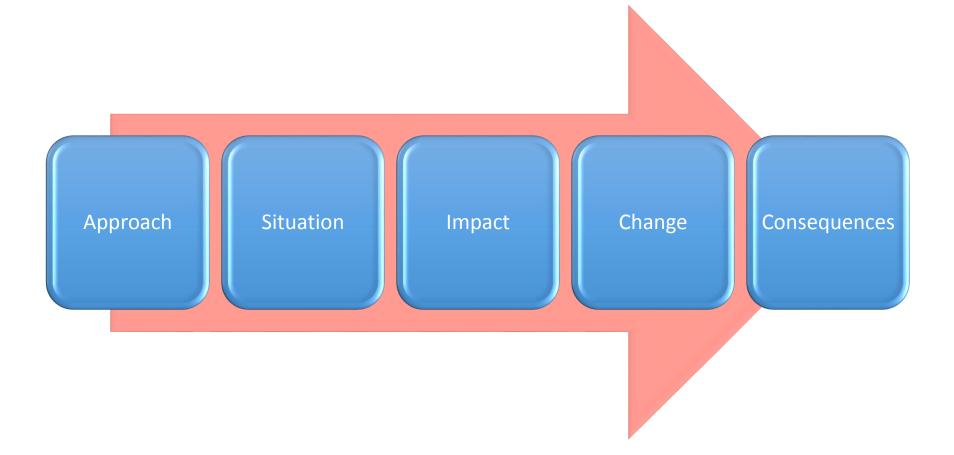
We need to motivate, influence and persuade them.

If the problem is lack of resources/poor processes...

We need to **solve a problem** (or
escalate the issue
to the next level).



A Performance Improvement Conversation





A Performance Improvement Plan

- A written Performance Improvement Plan makes sure everyone has the same understanding and makes things easier to monitor and review.
- A good plan will include:
 - Objectives to Achieve
 - Specific Actions to Take
 - Success Criteria
 - Date for Review





Make it Work at Work

What are you going to **DO** as a result of this Power Hour Session?







Thank You & Good Luck