

# Providing Valuable Performance Feedback

## Talking Through Performance Problems

<b>If 'YES' response, move onto next question below:</b>	<b>If 'NO' response:</b>
1. Is employee aware of their job duties?	Tell employee what to do.
2. Is employee aware of their performance?	Arrange for performance feedback.
3. Is employee aware of performance standards?	Explain performance standards.
4. Does employee see a need to improve?	Explain impact their performance has on company success and obtain commitment for future improvement.
5. Does employee have necessary skills and knowledge to do the job as expected?	Provide needed training and development.

<b>If 'NO' response, move onto next question below:</b>	<b>If 'YES' response:</b>
6. Does the job appear to be too complex or big for the employee?	Consider reassignment, dividing some of the duties, or provide additional training.
7. Does employee lack tools, equipment, materials, funds, support staff or other resources?	Provide needed resources.
8. Is the employee's poor work being rewarded?	Eliminate the inappropriate reinforcers and only reward the positive behaviour.
9. Is the employee's good work being punished or is there peer pressure against good work?	Eliminate the source of punishment and reinforce the positive behaviour.
10. Is the employee apathetic, negative or unconcerned?	Increase employee's level of motivation and commitment by coaching them. If this does not work, use positive discipline.

If you have been through the first 10 steps without resolution, the final step is to restate the performance expectations and provide the opportunity for the employee to improve. If you are still not getting the desired results then both parties should "face the facts" that this might not be the best fit for the employee and they should be encouraged to seek more suitable employment opportunities elsewhere.