

# THE 4 REASONS FOR POOR PERFORMANCE

A guide to identifying why an individual may not be reaching outstanding performance.

SOURCE

Observation  
One on One  
Feedback  
Performance Review



WHAT WAS THE **TRIGGER** FOR MY CONCERN WITH THEIR PERFORMANCE?



**IDENTIFY** WHICH RESULT, OUTCOME OR BEHAVIOUR IS BELOW EXPECTATION



**CLARITY & FOCUS** ON THE SPECIFIC ISSUE

## What are the possible causes?



### 1. KNOWLEDGE

Do they know the correct processes and information required to do the task?



NOT AN ISSUE      CRITICAL ISSUE

What training, induction and onboarding have been provided?  
Do they understand the expectations of their role?



### 2. SKILLS

Do they have the experience and technical proficiency to apply the knowledge?



NOT AN ISSUE      CRITICAL ISSUE

Has there been coaching, mentoring and feedback provided?  
What opportunities would help acquire more experience?

#### IMPORTANT QUESTIONS

Which of the 4 Reasons are affecting the issue?  
What steps can be taken to address the issue?  
What is my role as a leader in addressing the issue?  
Which other people should I involve in addressing the issue?  
What are the NEXT STEPS?



### 3. TOOLS

Do they have the appropriate tools, processes, systems and structure to perform the skill?



NOT AN ISSUE      CRITICAL ISSUE

What hardware, resources, access and information are required?



### 4. DESIRE

Is the individual aligned and passionate about their role?



**A LACK OF DESIRE CAN BE CAUSED BY ONE OF TWO THINGS:**

## DISENGAGED

**Square Peg  
Round Hole**

**WRONG  
CULTURE**

**WRONG  
JOB**

Is it possible this person would perform better in a different culture?

Has the performance deteriorated as the culture changed?

Have they ever really enjoyed this type of work?

Does the role seem to fit with their natural talents?

**Disenfranchised**

What has changed in the relationship with their leader?

What has changed in the scope of their role?

Author:

Employee:

Date:



## KNOWLEDGE

Do they know the correct processes and information required to do the task?  
-Is there training, induction or onboarding required?  
Do they understand the expectations of their role?



## SKILLS

Do they have the experience and technical proficiency to apply the knowledge?  
-Is there coaching, mentoring, feedback or more experience required?



## TOOLS

Do they have the appropriate tools, processes, systems and structure to perform the skill?  
-What hardware, resources, access and information are required?



## DESIRE

Is the individual aligned and passionate about their role and the culture? Is the role suited to their natural talents? What has changed in the relationship with their leader or scope of the role?



NOT AN ISSUE

CRITICAL ISSUE

ISSUE IDENTIFIED

AREA TO FOCUS

MY ROLE

OTHERS TO INVOLVE

NEXT STEPS



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