

Module 12: Addressing Performance Problems

Review the Employee Performance Problem Chart:

Employee Performance Problems	
STRATEGY	DESCRIPTION
Identify the source of the problem.	Problems represent a flaw in the system. Consider the reason behind the problem in order to get to the root cause of the performance issue. For instance, if an employee consistently provides false information to an internal or external customer, it may be the result of improper or mismanaged training opportunities.
Schedule a meeting.	Discuss performance issues during regular review periods and do so in a private manner. For egregious issues, schedule a meeting as soon as possible to get issues under control before they have a potentially damaging effect on the business and/or office environment. Often, employees can provide legitimate reasons for performance issues. It remains management's duty to listen to employee perspectives and devise a plan for solving present dilemmas.
Lay out clear expectations to the employee.	These should include expectations as they relate to company policy and the requirements of the position. Without clear directives, employees are left to flounder and find their way based on the habits of those around them, which may or may not warrant repetition. Explain those areas which require improvement, set attainable goals and provide clear guidelines for reaching the established goals.
Allow the employee a chance to improve.	Give employees a specific time period to meet the established and communicated goals. Provide extra guidance by setting up checkpoints along the way to keep employees on track for improvement. Encourage employees to seek help when needed and help in any way possible during this time.
Document all meetings and communications.	Keep detailed notes of each meeting, including the issues communicated and any warnings which were issued. Have the employee sign formal documents, including performance review forms to acknowledge they received warning of performance issues and understand the implications of not meeting standards within the designated time period.

<https://smallbusiness.chron.com/address-employee-performance-issues-1966.html>