

Correcting the Challenge

1. Identifying the Problem

How do you know there is a performance challenge? What are the sources of information that indicate a challenge? Where/how do you find out about performance challenges?

2. Breaking down the Task

Determine if the challenge involves the entire task/issue or just a portion of it.

3. Understand the Cause(s)

Observe the performance on a number of occasions. Determine if it is an "able to", "want to" or "allowed to" issue. Hold a problem solving discussion with the employee to verify your assessment and/or obtain additional information.

4. Identify and Implement Solution

Working with the employee, identify potential solutions. Select a mutually agreeable solution and performance standard(s). Describe your performance expectations (outcomes, standards, and conditions). Discuss consequences for achieving or failing to achieve desired outcomes. Set a FOLLOW-UP review date.

5. Review Performance

Review performance to determine if problem has been satisfactorily addressed. If not, repeat steps 2 and 3 to verify the cause(s) of the challenge was correctly identified.

6. Meet with Employee to Discuss Performance

Meet with employee to discuss performance. Recognize positive improvements. If performance expectations were/are not met...take the next steps according to agency policy.