

The Achievement Initiative

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Diagnosing Performance Problems

Why Employees Don't Do What You Want Them To Do:

1. They don't know how or don't have the tools to do it.
2. They don't have the time or there are things in the way that prevent them from doing it.
3. There are negative consequences for doing it or positive consequences for not doing it.
4. They don't want to do it.
5. They are incapable of doing it.

Diagnosing Performance Problems:

1. **SKILLS & KNOWLEDGE**
 - > Could the employee do it if their life depended on it?
2. **TASK INTERFERENCE**
 - > Do they have time to do it?
 - > Are all of the obstacles out of the way that might prevent them from doing it?
3. **BALANCE OF CONSEQUENCES**
 - > Are there positive consequences for doing it? Are there negative consequences for doing it?
 - > Are there negative consequences for NOT doing it? Are there positive consequences for NOT doing it?
4. **MOTIVATION**
 - > Do they want to do it?
5. **COMPETENCY**
 - > Are they mentally/physically capable of doing it?

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Diagnosing Performance Problems

Solutions:

- **SKILLS & KNOWLEDGE**
 - Train or Provide Job Aid
- **TASK INTERFERENCE**
 - Allow Time or Remove the Obstacles
- **BALANCE OF CONSEQUENCES**
 - Apply Appropriate Consequences
- **MOTIVATION**
 - Give Feedback
- **COMPETENCY**
 - Transfer or Terminate Employee