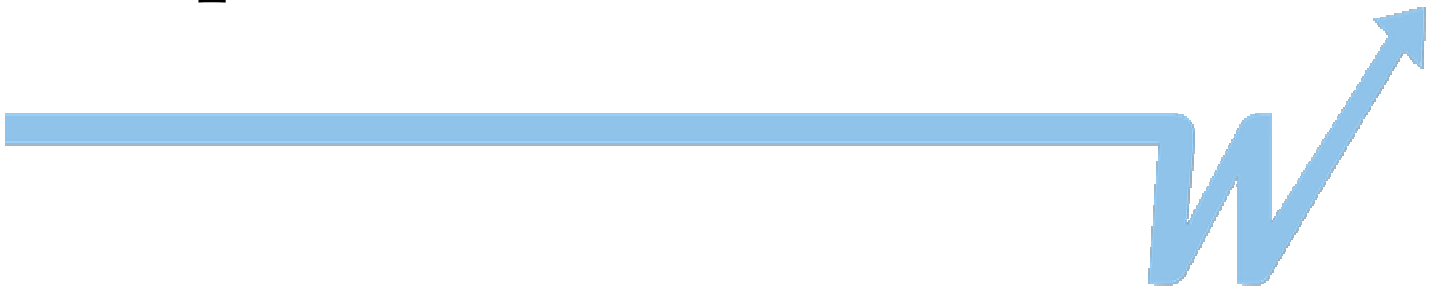




Performance Improvement



*Causes and Solutions for
Declining Performance*



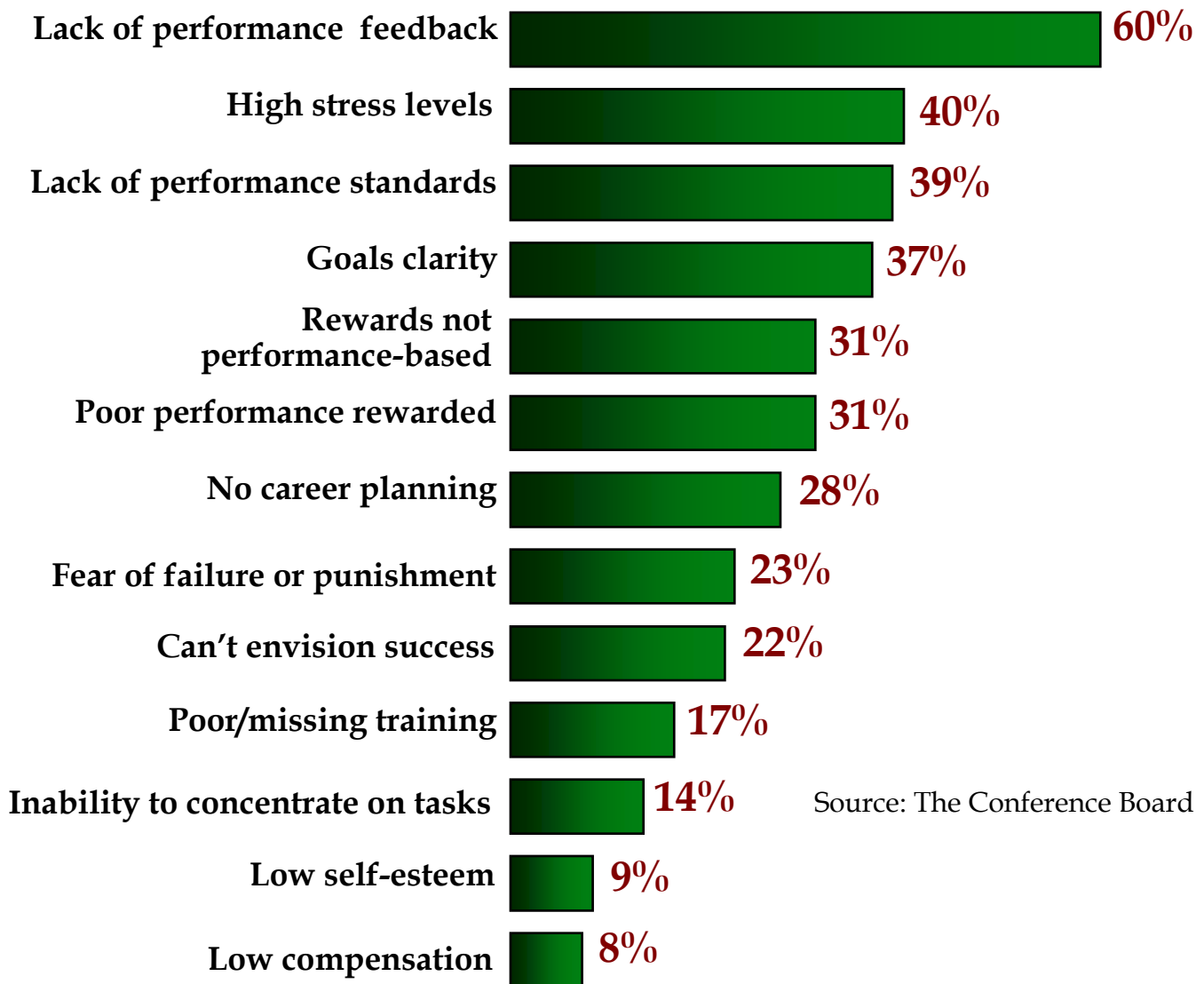
Outward Signals

- Workplace Tension
- Paperwork/More Bureaucracy
- Complaining
- Messy Common Workspace
- Inappropriate Behavior
- High Turnover
- Increasing Operating Costs
- Decreasing Market Share
- Lowering Profits

Declining Performance Causes

Why is my company having problems?

Hint - It may not be the people!



Source: The Conference Board

Problems and Solutions

Problem	Possible Solution
Lack of Performance Feedback	Implement feedback systems
High Stress Levels	Address causes of stress
Lack of Performance Standards	Introduce and communicate expectations
Goals Clarity	Clearly evaluate goals for each employee
Rewards not Performance-Based	Base rewards on work performance
Poor Performance Rewarded	Evaluate who gets awards and why
No Career Planning	Create a structure for career growth or promotion potential
Fear of Failure or Punishment	Address and alleviate the root of workplace fears
Can't Envision Success	Counsel employee or manager
Poor or Missing Training	Align training to core business drivers
Inability to Concentrate on Tasks	Discover reasons for behavior and develop improvement plan
Low Self-Esteem	Discover reasons for situation and involve employee in solutions
Low Compensation	Standardize compensation with industry and company expectations