

PERFORMANCE IMPROVEMENT CHECKLIST

This checklist will help guide you through the steps you need to take to address any underperformance from your team.

Remember this will not happen over-night it takes time to re-establish good working relations within your team.

YOUR BEHAVIORS

Communications	<p>One of the most important aspects of any team is how it communicates. This is between its members and with those outside of the team.</p> <p>Communications must be two-way, open and honest.</p> <p>When communicating with your team you must:</p> <ul style="list-style-type: none"> • Be specific and detailed when making a request. • Use the appropriate level and content of language. • Check for understanding. • Sum up goals in a way team can buy into.
Goals	<p>When defining the goals of the team and its members you must:</p> <ul style="list-style-type: none"> • Clearly state the objectives you wish to achieve. • State the priorities assigned to different tasks. • Set each member and the team SMART goals that are motivating. • Through the appraisal process ensure that you develop each individual through a mixture of Coaching, Mentoring and Training.
Rapport	<p>You can only establish a good working rapport with your team members if you:</p> <ul style="list-style-type: none"> • Have open and honest communications. • Gain the trust of each member of the team. • Restore the self-esteem of your members.
Lead by Example	<p>Show your team the KSA's (Knowledge, Skills & Attitudes) and behaviors you require from them by:</p> <ul style="list-style-type: none"> • Supporting and helping members resolve issues. • Avoid blame to solve problems • Your interactions with other team members • Your attitude & Interactions with those outside of the team and organization.

TURNING PERFORMANCE AROUND CHECKLIST

STEPS REQUIRED TO ADDRESS POOR PERFORMANCE	
1. Know your team's history	<p>Look at previous appraisal forms to:</p> <ul style="list-style-type: none"> • Gain an appreciation of each members performance and their KSA's • Ascertain each person's development plan. • What training an individual has received and how its been used in their role, if at all. • Level of coaching and mentoring that has been offered to each team member. • Personally talk and make you own assessment of each individual, comparing this to what has been documented.
2. Get to know each individual	<p>Through open and honest communications with each team member make your own assessment of their level of:</p> <ul style="list-style-type: none"> • Self esteem. • Satisfaction. • Motivation. • Aspirations.
3. Build rapport & trust through Appraisal process	<p>Rebuilding the rapport with management takes time and consistency. To attain this you need to conduct:</p> <ul style="list-style-type: none"> • 360° evaluations for each team member at different levels appropriate to your team's role: <ul style="list-style-type: none"> • <i>By team itself,</i> • <i>Others within organization interact with,</i> • <i>Outside contacts the team members have dealings with.</i> • Appraisals for each person. • Set SMART goals to motivate members • Offer real coaching and mentoring to develop individuals • Use delegation to develop members KSA's with your support • Agree & deliver training to develop each person's KSA's
4. Reward good performance	<p>Ensure an individual receives the recognition that was outlined at the start of a task once completed successfully.</p> <p>You need acknowledge this:</p> <ul style="list-style-type: none"> • Personally • Within the team • Rest of organization • Where appropriate externally <p>Reward good performance within the constraints of your role & that culture of the organization</p> <ul style="list-style-type: none"> • Informal – e.g. cakes for team • Formal – bonus, meal on expenses, time off in lieu etc.
Performance improves as trust and self-esteem are restored within the team.	