

Tips for Removing Performance Obstacles

Once you have identified the performance obstacles, work on removing the obstacles. Many obstacles are outside of an employee's control, and he or she may need your help to eliminate them. The following chart can help you determine the best approach:

If the obstacle is a problem with:	The supervisor might try to:	Responsibility:
Expectations	<ul style="list-style-type: none"> • Set or review individual goals and targets • Discuss with employee his/her opinion on what is a reasonable target • Give employees a hard copy of their goals and target • Post group measures around work area for easier monitoring • Reinforce expectations by pointing out successes when they occur 	Supervisor / Employer
Interference	<ul style="list-style-type: none"> • Review goal action steps • Rearrange workflow or scheduling • Create job aids that are easily accessible • Improve the tools/equipment when possible 	Supervisor / Employer
Motivation	<ul style="list-style-type: none"> • Use creative incentive programs • Involve employees in coming up with ideas to help each other get more motivated • Review consequences if performance doesn't improve • Progressive Discipline if necessary 	Supervisor / Employee Joint Discussion
Feedback	<ul style="list-style-type: none"> • Tell them how they are doing!!! • Watch body language & nonverbal cues • Make a point to provide feedback to each employee at least once a week 	Supervisor / Employer
Knowledge/Skill	<ul style="list-style-type: none"> • On-the-job training • Mentoring • Manuals, Standard Operating Procedures (SOPs), job aids 	Supervisor / Employer / Employee
Individual Capacity	<ul style="list-style-type: none"> • Training • Rearranging job assignment 	Supervisor / Employer