

THERE ARE 7 REASONS FOR PERFORMANCE PROBLEMS AND TRAINING ONLY SOLVES ONE OF THEM!

How are you and your team performing in the current volatile, uncertain, chaotic and ambiguous business environment? Are you performing at the level that you want to be? Are you achieving the business results you want?

Even if your answer is that you are not, here's the good news: there is something simple and straightforward that you can do about it.

One of the hallmarks of a **Reinvention Mindset** is that you are ready to Anticipate Change + Design Change + Implement Change.

Once you are clear that something needs to change in your performance, you can design the change you need when you understand **The 7 Reasons for Performance Problems**. This Free Resource will help you to uncover the changes you most need to make so you can map out your strategy to increase your team performance. Once you know where to look, you can address these reasons in a straightforward way and increase both your—and your team's—performance, as well as your business results.

There are three specific categories where lack of performance can be identified:

1. Organizational
2. Managerial
3. Individual

ORGANIZATIONAL

Here is where the lack of performance stems from the absence of three important elements that are best addressed throughout the organization:

- Lack of standards
- Lack of measurement
- Lack of feedback

Lack of Standards

How does it happen? Lack of standards can occur for a variety of reasons, many of which have to do with change:

- Changing specifications in equipment or products
- Merging two companies with different cultures
- Replacing a process or product

Address it: Identify the current industry standards for performance, so you can implement them

and communicate them. Start to measure performance against those standards and provide feedback.

Lack of Measurement

How does it happen? Lack of measurement can occur for a variety of reasons, many of which stem from conflicting priorities.

- Identifying what and when to measure
- Knowing how the measurement relates to performance and result
- Finding the time to measure performance

Address it: Decide what performance you want measured and when you want it measured against the standard. Even if you have posted standards of performance, it's only when you measure how well you are doing can you improve. Bottom-line: that which gets measured gets improved. Once you measure performance against the standards, communicate the results.

Lack of Feedback

How does it happen? Lack of feedback can occur for a variety of reasons, many of which are connected to a perceived lack in the value of feedback to the organization:

- Reviewing employee performance once a year is considered good enough.
- Meeting production goals is what gets rewarded.
- Exploring alternative methods of providing feedback has not been considered.

Address it: Decide how you want to communicate the measurement of a particular standard. For example: a time-sensitive scoreboard posted for everyone to view, a weekly update passed on to employees through their supervisor, a regular conversation on a formal or informal basis, or something else. Once you know how your performance measures up to the standard, you can adjust your behavior to improve results.

MANAGERIAL

Here is where the lack of performance stems from reasons that are only evident at the operational level, closer to the people doing the work. While these issues can be addressed at an organizational level, they can be solved more quickly and effectively by an individual manager or supervisor. That's because these issues stem from inattention to three critical elements:

- The physical environment, including equipment
- The performance requirements of the position in relation to the capacity of the person
- Individual motivation

Inattention to the Physical Environment, Including Equipment

How does it happen? Inattention to the physical environment can occur for a variety of reasons, many of which relate to business growth.

- Increasing the number of employees in the same space

- Increasing the responsibilities of existing employees with the requirement of additional equipment
- Overlapping departments and functions without considering the environmental requirements of each

Address it: Survey the team about their environment and address what you discover. Be sure those involved have what they need to perform to the standard or above, including enough space and light, appropriate protection from noise or air contaminants and the right equipment.

Inattention to the Performance Requirements of the Position in Relation to the Capacity of the Person

How does it happen? Inattention to the performance requirements of the position, in relationship to the capacity of the person doing the work, can occur for a variety of reasons. Many of them relate to changes at the operational level:

- Changing technology or equipment
- Increasing customer demands
- Ignoring the balance needed between the performance requirements and the abilities of the person doing the job

Address it: You need to know enough about what is required in order to get the job done well. You also have to know your team members well enough to match the right person with the job. Finally, you have to be willing to have candid conversations with employees when the match isn't there, so you can explore other alternatives.

Inattention to Individual Motivation

How does it happen? Inattention to individual motivation can occur for a variety of reasons, many of which relate to the interpersonal elements of supervision. This happens when the supervisor fails to recognize that the employee is:

- Having a bad experience with them as a supervisor
- Perceiving a lack of advancement opportunities
- Dealing with personal challenges outside of work that have nothing to do with the job

Address it: The supervisor needs to be willing to have a candid conversation about what is going on with the team member and be willing to explore ways to address his or her issue, as well as keeping them accountable for their performance.

INDIVIDUAL

Here is where the lack of performance stems from the fact that the individual does not have the knowledge and skill for performance.

Lack of Knowledge and Skill

How does it happen? Lack of knowledge and skill means that team member simply does not know

how to do what they need to do for performance and results. This is always because something is new. There are three situations where this occurs:

- The person is new to the job
- The person has a new role with new responsibilities
- There is a new procedure, new equipment or new requirements

Address it: The team member needs learner-focused, performance-based training that meets the performance requirements of the organization. He or she must be able to use what they learned immediately back on the job. The team member will also need the support of his or her supervisor to be able to sustain their performance and results over time.

PRACTICAL SOLUTIONS TO PERFORMANCE PROBLEMS

Organizational

Working with a Certified Reinvention Practitioner/ Reinvention Coach, you can update the ways you:

- Create standards.
- Measure results.
- Give regular feedback on what is going well and what needs improvement.

Managerial

Working with a Certified Reinvention Practitioner/ Reinvention Coach, you can design effective ways to:

- Pay attention to the physical environment, including equipment needs, and address them as necessary.
- Pay attention to the performance requirements of the position in relation to the capacity of the person and address them as necessary.
- Pay attention to the individual motivation of your team members and address it as necessary.

Individual

Working with a Master Trainer who is skilled in Learner-focused Performance-based Training, you can:

- Create learner-focused, performance-based training that not only increases your—and your team's—knowledge and skills, it gives you all immediate practice in the classroom and facilitates everyone's increased performance on the job.

Yes! I'm ready to find out more with a complimentary Discovery Session with Maia.