

Performance Issue Root-Cause Diagnostic

PERFORMANCE ISSUE ROOT-CAUSE DIAGNOSTIC

Tool Overview:

Accurately assessing employee performance issues is a critical part of providing high-quality performance evaluations. Managers often struggle to identify the true root causes of performance issues, as they often assume that the surface-level problem is the true challenge. Beyond a lack of knowledge and skill, managers must consider additional reasons their employees may be struggling.

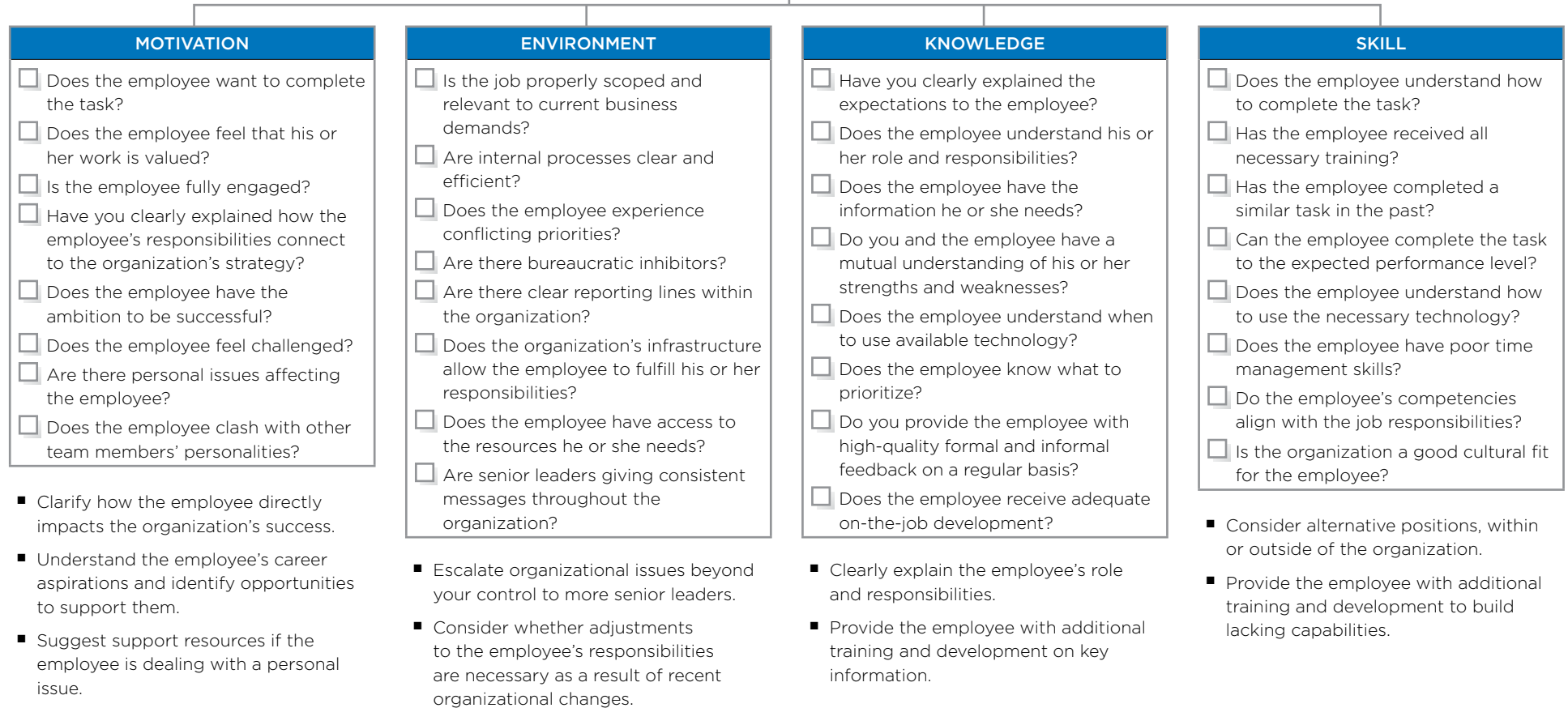
Directions:

Use the root-cause diagnostic tool on the following page to help you correctly assess your employee's performance issues or weaknesses. Beyond using the reflective questions provided, think of reasons your employee may be struggling. After you have identified the root cause of the employee's performance issue, determine how you can help the employee overcome it. Use the boxes at the bottom of the next page to help you brainstorm solutions.

PERFORMANCE ISSUE ROOT-CAUSE DIAGNOSTIC (CONTINUED)

Questions for Managers to Assess Underlying Root Causes of Employee Performance Issues

Employee Performance Issue: _____



Source: CEB analysis.