

Coaching Analysis: What is influencing unsatisfactory performance?

Identify behavior discrepancy.		
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Is it worth your time and effort?	⇒ NO	Don't waste your time on it.
↓ YES		
Do they know performance is unsatisfactory?	⇒ NO	Give them feedback.
↓ YES		
Do they know what they're supposed to do?	⇒ NO	Tell them.
↓ YES		
Do they know how to do it?	⇒ NO	Train them or give them practice.
↓ YES		
Do they know why they should do it?	⇒ NO	Tell them.
↓ YES		
Are there obstacles beyond their control?	⇒ YES	Remove obstacles.
↓ NO		
Do they think your way will not work?	⇒ YES	Convince them.
↓ NO		
Do they think their way is better?	⇒ YES	Convince them.
↓ NO		
Do they think something else is more important?	⇒ YES	Explain priorities.
↓ NO		
Are there positive consequences to them for performing appropriately?	⇒ NO	Give positive reinforcement.
↓ YES		
Are there negative consequences to them for performing appropriately?	⇒ YES	Remove negative consequences or balance with positive consequences.
↓ NO		
Do they anticipate future negative consequences for performing appropriately?	⇒ YES	Correct their understanding.
↓ NO		
Are there positive consequences to them for performing inappropriately?	⇒ YES	Change consequences.
↓ NO		
Are they performing inappropriately without receiving negative consequences?	⇒ YES	Deliver negative consequences.
↓ NO		
Are personal problems interfering?	⇒ YES	Accommodate the problem or get employee to solve your problem.
↓ NO		
Could they do it if they choose to do it?	⇒ NO	Transfer, demote, or terminate.
↓ NO		
Use the coaching discussion to change their behavior choices.	⇒	