

## ***Dealing with Poor Performers***

To bring out the best in your staff and employees, it is important to think about how you deal with poor performers. Some thoughts to stimulate your thinking.

Every organization has some individuals that are not performing satisfactorily. There may be a myriad of reasons for the poor performance. For example, the individual is not technically competent (not trained or can't grasp the training), or there is inadequate supervision or task assignment, or not suited for the specific job, has health or physical issues, or problems in their personal life.

Identifying the root causes of the problem helps lead to approaches for dealing with the individual, e.g., a job reassignment may invigorate the employee. Whatever the issue, it goes without saying that as an organizational leader you must be willing to set the standards and uphold them.

Evaluations and the organization's reward systems must reflect reality. Too often I've seen rewards and evaluations given to encourage improved performance before the fact, and it is not realized. Also, other members of your organization will become disillusioned with your leadership should you not hold poor performers accountable for their work and behavior. They will see that they are carrying the load for the non-performer and will grow to resent the situation. As Jack Welch often states, when it comes to dealing with personnel issues, never harm your top performers.

***Let me know what you think.***