

A/B/C Player Assessment Template

A Quick Tool to Map Your Team's Performance and Values Alignment

Why This Matters

Most small business owners know intuitively who their best people are and who's struggling. But without a clear framework, these gut feelings don't drive action.

This simple assessment helps you see your whole team on one page. When you map performance against values alignment, patterns emerge quickly. You'll spot your future leaders, identify who needs coaching, and see clearly who's holding the business back.

The framework is simple:

A Players - Live your values AND hit their numbers. These are your future leaders. Recognize them, develop them, and protect them from competitors.

B Players - Live your values but not yet hitting KPIs consistently. Often new to role or building confidence. With coaching, many become A players. Invest time here.

C Players - Don't live your values OR don't meet their numbers. Need immediate coaching. If no improvement in 30-60 days, they need to go. They drain energy and culture.

B/C Players - The dangerous ones. High performance but poor values. Hit numbers but undermine culture. Toxic high-performers need to change behaviour immediately or exit, regardless of their results.

Remember: Hire for values. Train for skill. Skills can be taught. Attitude is much harder to change.

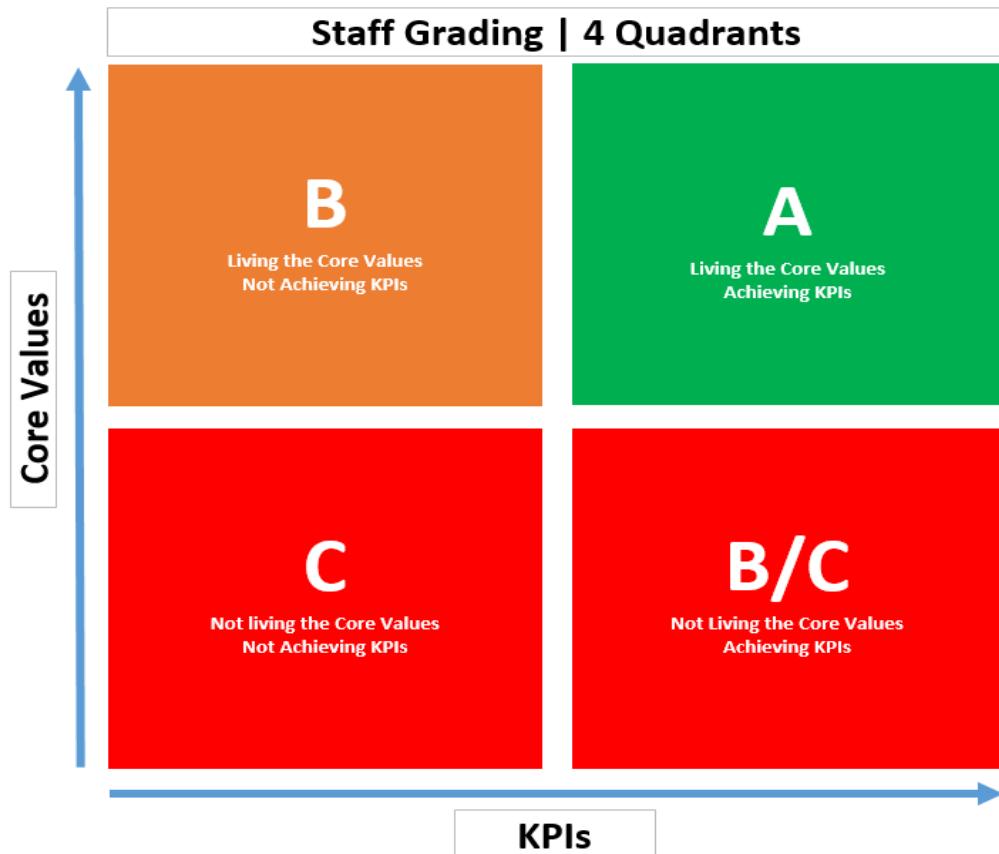
THE QUADRANT

List each team member on a spreadsheet and score A/B/C or B/C on where they sit today (not where you hope they'll be). Don't overthink it - your gut is usually right.

WHAT TO DO WITH EACH TYPE

Player Type	Immediate Action
A Players	<ul style="list-style-type: none">• Recognize and reward them• Give them growth opportunities• Ask their input on strategy• Protect them from burnout
B Players	<ul style="list-style-type: none">• Provide clear coaching• Set 30-60-90 day development goals• Check progress regularly• Celebrate improvements

C Players	<ul style="list-style-type: none"> • Have direct performance conversation NOW • Set clear expectations and timeline (30-60 days) • If no improvement, exit them • Don't let them linger
B/C Players	<ul style="list-style-type: none"> • Address values issues immediately • Make it clear: meeting KPIs only isn't enough • One chance to change behaviour • If no change, exit them despite their numbers



NEXT STEPS

This assessment gives you a snapshot. But building a high-performing team requires ongoing discipline:

- Regular one-on-ones with each team member
- Six-monthly performance reviews with clear expectations
- Structured development plans for B players
- Quick action on C and B/C players

The **Small Business OS Staff Review Template** provides the complete system to manage performance, align on values, set clear goals, and build accountability across your team.

Learn more at smallbusinessos.com.au