**MANAGING POOR PERFORMANCE**

1. Investigate first, you need all the facts and information
2. Gather evidence – record incidents, witnesses over time – build up a picture
3. Get advice – don’t wade in alone
4. Check your policies and procedures, including grounds for gross professional misconduct
5. What should be expected of the person – be clear about the minimum standards, the bottom line?
6. Prioritise issues, only deal with the most important problems first.
7. Keep it neutral - don't make a judgement
8. Focus on behaviour - not personality
9. Choose your time and a private place, not interrupted.
10. It gets easier, the more you tackle issues – build on past experience.
11. Don’t pre-judge the situation – keep open-minded.

*Scripting*

Remember: ***Every Infant Needs Care***

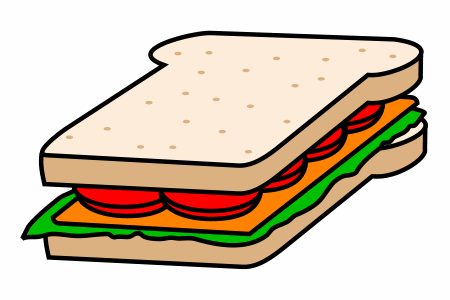
**Explain the problem as you see it.** or help the worker to identify the problem. Stick to specific facts about the situation, challenge the behaviour, not the person.

**Impact of the problem.** Why does this need to be raised? What are the implications if the situation is allowed to continue? What effect might this have on other staff and/ or service users? What is the organisation’s policy in this area?

**Needs and actions required.** How can the situation be resolved? What actions are needed in order to overcome the problem? What is required, over what time period? When will the situation be reviewed? How will you know that the problem has been addressed? It may be helpful at this stage to set some minimum standards of what is expected.

**Consequences if situation is not resolved.** Try to avoid, use with extreme care!

People tend not to respond well to threats. Reinforce the positive, ‘we need to ensure high standards, however, if this is not met, I will need to…’ This may at a later stage become part of a disciplinary situation, however, this should always be the last resort.



The positive ending, so it doesn’t leave a bad taste in the mouth.

The constructive but nasty tasting filling!

Start with a positive

THE PRAISE SANDWICH