



Quick Fix Checklist

This four-step checklist will help you determine whether or not a 'quick fix' exists to improve employee or team performance.



Fix 1: Describe the performance gap

To solve a performance challenge, you must be able to describe the difference between existing and desired performance.

Existing Performance	Desired Performance



Fix 2: Can it be done now?

Can the desired performance be achieved using the existing process, tools, and resources? If the answer is 'no', you'll need to find a way to achieve the desired level of performance before asking your employees to achieve it themselves.



Fix 3: Is it a training issue?

It's only a training issue if the performance gap is due to insufficient Knowledge, Skills, or Abilities. Training fixes "can't do" but not "won't do".

	What's Missing?
K Knowledge	
S Skills	
A Abilities	



Fix 4: Is the person aware of his/her performance?

It's hard to fix something if we don't know it's broken.

How is the person made aware of the desired performance?	How is the person made aware of his/her performance?