eureka
HR MADE EASY

PERFORMANCE/BEHAVIOUR MANAGEMENT MODEL

PERFORMANCE COUNSELLING INTERVIEW

ASK OPEN QUESTIONS
ESTABLISH LIKELY CAUSE

UNSATISFACTORY PERFORMANCE

UNACCEPTABLE BEHAVIOUR

ESTABLISH LIKELY CAUSE

LIKELY REMEDY

- Lack of understanding of tasks → Redirection
- Lack of competence → Retraining
- Lack of commitment → Reprimand
- Lack of time/materials/support → Reorganise
- Personal/non-work factor → Personal Counselling

(minor incident) → Reprimand

(uncharacteristic incident) → Personal Counselling

- Continuation/repetition performance failure of → Corrective Coaching

IF ALL ELSE FAILS
(persistent poor performance)

DISCIPLINARY ACTION

FORMAL WARNINGS
- Verbal warning
- Written warning
- Final written warning

TERMINATION/DISMISSAL
- With notice (after warnings)
- Without notice (no warning)

ALTERNATIVE ACTION
- Redeployment
- Time out