

# Performance Improvement Solutions



## 1 Information: Expectations and Feedback

### Expectations

- Communicate mission, vision, values
- Communicate company goals and/or business results
- Establish expectations
- Define specific performance standards
- Write and commit to personal goals
- Establish measures of success
- Conduct functional/project planning

### Feedback

- Provide performance feedback and opportunities for improvement
- Provide peer feedback
- Implement appraisal system
- Provide coaching

## 3 Incentives: Rewards & Consequences

### (Financial and Non Financial):

- Consider alternative compensation
- Implement and communicate incentive systems
- Provide appropriate recognition
- Ensure career development opportunities
- Implement succession planning
- Ensure leadership/ management development

## 2 Tools, Resources

- Implement process/ workflow automation
- Enhance and/ or provide access to information systems
- Provide productivity tools/ resources
- Provide planning time
- Benchmark and/ or identify best practices for process(es)
- Share intellectual capital
- Analyze functional and/ or process handoffs
- Remove process obstacles
- Consider reorganization/ restructuring

## 4 Knowledge and Skills

- Provide new or assess existing job-specific training design and delivery
- Conduct basic skills assessment
- Provide technical training
- Provide soft skill training
- Provide coaching/ mentoring
- Provide job aids/ performance support



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