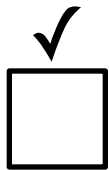




## Quick Fix Checklist

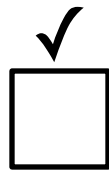
This checklist will help determine whether a 'quick fix' exists to improve performance.



### Fix 1: Describe the performance gap

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

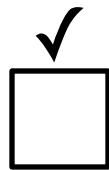
Existing Performance	Desired Performance



### Fix 2: Can it be done now?

Can the desired performance be achieved using the existing process, tools, and resources.

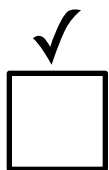
- If some people can do it, but others cannot, find out what the successful employees are doing differently.
- If everyone can do it some of the time, but not consistently, find out what's different when employees are performing at the desired level.



### Fix 3: Is the person aware of his/her performance?

It's hard to fix something if employees don't know they need to improve.

- Does the person know what the desired performance looks like?
- Are they aware of the gap between existing and desired performance?
- Do they know what they need to do differently to improve?



### Fix 4: Are there any obvious performance barriers?

This fix requires you to observe employees performing the job. Try to spot an obvious obstacles to desired performance.

- Watch employees perform the task in question.
- Ask employees to help you identify the problem and a solution.