

The Performance Management Chat

Action Planning

Action 1 SCOPE The Chat



Identify a team member that you need to have a performance chat with and SCOPE out how you will structure the meeting and what you will say under each heading of the acronym. Make sure you have gathered evidence to support all areas you want to talk about during the chat.

Action 2 Conduct The Chat



Arrange a one to one meeting with the team member using SCOPE to investigate and understand why their performance is poor. Generate options for improvement and discuss which will help most and agree on objectives to improve performance.

Action 3 Monitor & Review



Once you have SCOPE'd the meeting and have agreed on development objectives, decide between you how these will be monitored and reviewed to ensure the performance is improving. Make sure all of this is documented accurately and has achievable timescales.