

The Performance Management Chat

Cheat Sheet

S.C.O.P.E - Symptom

Provide evidence & show how the poor performer is involved

S.C.O.P.E - Cause

Try & get the cause of this poor performance from the horse's mouth

S.C.O.P.E - Options

Generate options for improvement & discuss the merits of each one

S.C.O.P.E - Preference

Which is the preferred option & most likely for the poor performer to succeed?

S.C.O.P.E - Execute Action

Create a clear action plan for your member of staff & explain the consequences if the actions are not met