



# PERFORMANCE MANAGEMENT QUICK GUIDE



**OBSERVE** Identify specific behaviors or results that need attention



**ASSESS** Confirm facts and avoid assumptions



**ACT QUICKLY**  
Address concerns promptly to prevent escalation



**DOCUMENT** Keep brief notes for reference

"See Something, Say Something" Roadmap

## Feedback Script Example

**Start with Observation:** 'I noticed that the report was submitted two days late.'  
**Explain Impact:** 'This affects our ability to meet client deadlines.'  
**Invite Dialogue:** 'Can you share what happened?'  
**Collaborate on Solution:** 'Let's agree on steps to ensure timely submissions.'

## PERFORMANCE IMPROVEMENT PLAN

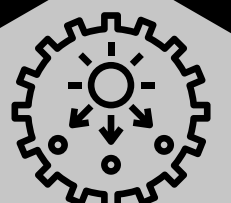
### COMMON PITFALLS TO AVOID



SETTING UNREALISTIC TIMELINES



USING SUBJECTIVE LANGUAGE



FAILING TO PROVIDE SUPPORT RESOURCES



### BEHAVIORAL EXAMPLES:

**Strong:** 'You consistently met deadlines and improved team efficiency by 15%.'

**Weak:** 'You're a great team player.'