Is there a skill deficiency?

Describe the current performance level

High Quality

Praise, Recognize, and Reinforce

Was the skill previously taught?

Arrange for training

Is the skill used often?

Develop an action plan for improvement, practice and coach

Are performance expectations unclear?

Clearly define expectations

Are there obstacles?

Remove them

Are standards being ignored?

Define consequences

Is the task boring?

Modify the environment

Develop a performance aid