

Working through any substandard issue

A.	Is it REALLY an issue? (how bad is it?) (Is it more than just a 'once off' / minor transgression)	SIGNIFICANT
B.	Were they willful about this? (<u>they say</u> they will just continue) Or inadvertent?	INTENTION
C.	Are staff aware they are doing this? (they've <u>been told</u> / they've <u>acknowledged</u> / they've <u>accepted</u> it's wrong?)	AWARENESS
D.	Has it been 'nipped in the bud' quite quickly; NOT allowed to be ongoing / happening for a while? (custom & practice?)	NOT ALLOWED
<p>Must answer YES to each before moving to the next one. (if there is any doubt in the answer e.g. don't know / maybe not / possibly not / not really / not absolutely sure / can't say, then STOP and address <u>that</u> aspect!)</p>		
<p>THEN, the critical factor..... Why is it <u>really</u> happening? (what's the <u>real reason</u>; do you know?) UNLESS you know what the REAL issue is, you will only address the symptoms (with discipline or performance management), only for the issue to return later!</p>		REAL CAUSE

When speaking to a staff member about anything substandard.....

They have to:

Accept it's wrong	"I'm aware it's unacceptable" "I know it's not right"
Acknowledge it can't continue	"I realise I can't keep doing that" "I know I have to stop"
Ensure that it is right? How?	"I'll try to" / "I'll put in place....." "I'll have to....."
State a consequence if it's not right?	They determine the consequence Ball in your court / your call