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ONE OF YOUR TEAM MEMBERS IS **FALLING BEHIND—HERE'S WHAT TO DO**



Start Here – The First Question to Ask

Is it 100% clear *to them* **what success looks like?**


-  Do they fully understand their **responsibilities**?
-  Are their **KPIs/OKRs** clearly defined?
-  Have **expectations** been explicitly communicated?

 If clarity is missing, performance issues aren't their fault.

Your Beliefs Impact Their Performance

 **The Pygmalion Effect** – When leaders expect someone to succeed, they often do.

 **The Golem Effect** – When leaders expect someone to fail, they often do.

 Your unconscious expectations can shape their behavior. Are you using the same objective standards for them as others?

Identify the Performance Gap

Compare:

- ◆ **Actual performance** (where they are now)
- ◆ **Expected performance** (where they need to be)

Be **specific**.

- ✓ Expected: "Respond to client emails within 24 hours."
- ✗ Current: "Emails often go unanswered for 2–3 days."

💡 The clearer the gap, the easier it is to fix.

Discuss the Gap with Curiosity, Not Judgment

Instead of assuming, **ask**:

- ➡ “What do you think is causing this gap?”
- ➡ “Do you feel you have the right support and training?”
- ➡ “Is anything outside of work affecting your performance?”

💡 People may not tell the full truth if they fear consequences—build trust first.

Co-Create a Development Plan

- ◆ **Work together to identify solutions.**
- ◆ **Set clear action steps and timelines.**
- ◆ **Keep accountability with them, while providing support.**

💡 A plan they help create is a plan they'll commit to.

Look in the Mirror – Your Role as a Leader

Before blaming them, ask
yourself:

- ✓ Have I provided the **right support and training**?
- ✓ Have I given **specific, constructive feedback**?
- ✓ Have I created a **safe space** for them to ask for help?

💡 Leadership means taking responsibility
first.

Follow-Up & Reinforce Progress

Change takes time—track their progress before escalating.

- ✓ Check-in regularly (weekly or bi-weekly).
- ✓ Recognize small improvements
 - Motivation grows with wins.
- ✓ Adjust the plan if needed – If they're trying but still struggling, tweak the approach.

💡 People don't improve overnight. Support them along the way.

What If They Still Don't Improve?

If performance doesn't improve despite support and check-ins:

- ➡ Implement a **Performance Improvement Plan (PIP)**.
- ➡ Set clear, non-negotiable **performance standards**.
- ➡ Define a **strict timeline** (e.g., 3–4 months).

💡 If they still don't meet expectations, this role **isn't the right fit**.

💡 This is not about punishment—it's about ensuring the right person is in the right role.

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Want to Become a Better Leader?

▲ Helping underperformers is just one part of leadership.

✓ I offer 1:1 leadership coaching and in-company leadership development programs.

💡 Send me a DM to schedule your free consult.

