[](http://businesssolutions.it/wp-content/uploads/2014/07/assessment.jpg)

**ASSESSING PERFORMANCE - CONDUCT OR PERFORMANCE ISSUE**

**PLANNING TOOL FOR MANAGERS**

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| **Poor performance is not the same as misconduct.**  **It is important at the start of an issue that you distinguish between poor performance and unacceptable behaviour.** | | |
| Is the shortfall in performance due to any of the following: | | |
| * wilful misconduct or conduct | | |
| * negligence | | |
| * idleness/attitude | | |
| If so use the Disciplinary Policy and seek advice from the **HR Services Team.** | | |
| *The distinction between capability & conduct is where the employee* ***“can’t do”*** *(capability) their role versus* ***“won’t do”*** *(conduct) their role, the latter implying some degree of control & choice.* | | |
| *Poor or underperformance can be exhibited in the following ways:* |  | *Common reasons why an employee may underperform:* |
| * + *Unsatisfactory work performance, that is, a failure perform the duties of the role or to perform the role to the standard required*   + *Non-compliance with University policies, rules or procedure and results in unacceptable behaviour in the workplace which does not align to our values*   + *Disruptive or negative behaviour not in line with our values that impacts on colleagues and service*   + *Unacceptable behaviour displayed in the workplace not aligned to our values and customer service standards* | * + *employee is not clear about the standard of performance expected for their role*   + *employee is not set clear objectives and therefore unclear what to do*   + *a misunderstanding of performance expectations between the manager & employee occurs*   + *Ineffective recruitment/ mismatch between an employee’s abilities and the role appointed to.*   + *employee does not have the knowledge/skills to do the role*   + *employee is unaware they are not performing because they have not received any honest feedback on their performance*   + *employee is experiencing personal or health issues which is impacting on their ability to perform in role*   + *employee is experiencing low /lack of motivation - not managed properly* |
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