Training Checklist Resource

1. Is the performance deficiency important? If not, you could ignore it!

2. Does this performance deficiency exist:

    a. At an organizational level?

    b. At an occupational level (position type throughout the org.)?

    c. At an individual level?

3. Did the deficiency emerge because of a strategic organizational change?

4. Is the deficiency due to a performance problem?

5. If it is a performance problem, is it a problem of skill or a problem of motivation?

6. If it is a problem of motivation, try feedback and rewards

7. If it is a skill deficiency, these are some options:

    a. Provide training for the skill (if the employee does not have the skill)

    b. Provide practice for the skill (if the employee has the skill, but is rusty)

    c. Provide feedback to employees, and inform them of deficiency

    d. Change the task so that the skill is not critical

    e. Develop a job aid to supplement the skill or overcome it (technology?)

    f. Provide OJT (on the job training) for the skill

    g. Transfer the employee to another role where the skill isn't needed

    h. Terminate the employee

8. Is training the solution for this problem?

    a. Who needs to be trained?

    b. How should training be delivered, and by whom?

    c. What skills and knowledge should be included in the training program?

Cause	Solution
If it is a skill or knowledge:	Provide training
If it is due to lack of feedback:	Provide feedback, explain standards
If employee is not motivated:	Provide rewards/incentives, consequences/disincentives
If expectations are not clear:	explain standards, measure outcome, discuss deficiencies
If deficiency is due to job environment:	change the environment
As a final resort:	Replace the employee