

Managing Capability Informally – A Checklist for Managers

Discuss the nature of the performance concerns, use observations / examples to explain gaps between expectations and current performance

Ask employee to respond to concerns and if they feel they have any mitigating factors

Ensure that some positive feedback is provided, where possible.

Clearly explain the expected standards of performance and any necessary actions required to aid improvement. Ensure objectives are [SMART](#)

Where appropriate, consider providing them with access to reasonable support/training (coaching, mentoring, formal courses, etc.)

Discuss their preferred ways of learning e.g. formal courses, shadowing, mentoring etc

Consider the relevant code of practice and whether advice should be sought from the relevant professional lead

Agree timescales for improvement and review dates

Discuss the potential consequences of not achieving the required improvements in performance

Check if the individual wishes to add anything or has any questions to ask