

BestWork Guide

# Solving Performance Issues



BestWork™

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# Introduction

Introducing BestWork Guides, a series of PDF guides providing the information you need to be a DATA wizard. Each PDF covers the different uses of DATA within your BestWork account. We intend to make it easier to understand when and how to use our reports so you can feel comfortable making decisions with DATA.

Thank you for your business and continued support.



# Solving Performance Issues

Every day good managers try to solve performance issues with their team. They work to increase productivity and minimize problems. While the skills and experience of these managers may vary, each is dedicated to getting the necessary results.

Most assessment products have limited use after a hiring decision is made. However, BestWork is a set of performance information that is the foundation for how every employee thinks, learns and behaves. It explains much of why success happens and why problems occur.

DATA explains much of why success happens and why problems occur. This short guide is to introduce you to some of the performance management capabilities in the BestWork program you already have. I believe you will find some helpful tips that will be useful to you and your management team.



# Knowing the Cause

Whenever a problem is identified, the first step toward a solution is to understand the cause of the problem. If the only information at hand is subjective, the best managers can only compare it to their past experience.

Unfortunately, the solution that worked then may not be as effective with different people and different circumstances. When that approach fails, too often managers turn to whatever has been promoted in the latest business best seller. That book's well-meant advice still does not know anything about the individuals in your company.

What if the first place to look was the DATA about the actual person involved. The same solutions can still be applied, but with DATA, they can be more effectively focused to help each individual use their strengths to contribute to the company's success.

# Job Performance Issues

Here are some common problems and the possible causes that can be determined with the BestWork.

## Cannot Close Sales

Information Used	Cause	Correction
DATA	Cannot persuade prospects to make buying decisions	Move to different job or release
DATA	Can sell products but not solutions	Move to different job
DATA	Loose follow up	Train on CRM system
DATA	Does not follow sales path	Train & rehearse sales path
DATA	Communication speed too fast for prospects	Use visuals to slow down presentation
DATA	Low energy & low enthusiasm in sale presentation	Use visuals to slow down presentation
Subjective	Needs to work harder	Motivate with incentive plan
Subjective	Needs better skills	Enroll in sales training

# Job Performance Issues

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## Tolerates Performance Problems

Information Used	Cause	Correction
DATA	Cannot give direct feedback	Move to different job or release
DATA	Loose time management	Set team & individual weekly meeting times
DATA	Avoids inconveniencing team	Establish self-tracking KPI's for team members
DATA	Communicates too quickly	Slow down & ask for questions
DATA	Limited interaction with team	Schedule regular meetings
Subjective	Needs to take charge & be strong	Performance improvement plan
Subjective	Needs better skills	Enroll in management training

# Job Performance Issues

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## Doesn't Follow Procedures

Information Used	Cause	Correction
DATA	Tends to make exceptions to rules & procedures	Move to different job or release
DATA	Learns slowly & does not understand procedures	Train & use refreshers
DATA	Bored by routine job	Can talent be use in other jobs
DATA	Cannot work with details	Move to less detailed job
Subjective	Not paying attention	Performance improvement plan
Subjective	Not dependable	Dismiss

# Job Performance Issues

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## Difficulty Working with Others

Information Used	Cause	Correction
DATA	Highly assertive & speaks too directly with others	Use team engineering to show differences & discuss
DATA	Learns quickly & is impatient with other not as quick	Use team engineering to show differences & discuss
DATA	Sensitive to stress	Stress management training
DATA	Prefers to be alone	Move to less interactive job
DATA	Limited conversation or interaction	Use team engineering to show differences & discuss
Subjective	Bad attitude	Performance improvement plan



# Using Job Reports

The Job Report is the basic report in every BestWork program. Each Job Report is written for a specific job. The various job behaviors that are needed for each job are categorized as Critical or Important. **Critical** job behaviors are absolutely essential to the successful performance of the job. Even lacking one of these would be enough to usually disqualify a candidate for that job. **Important** job behaviors impact the quality of job performance but are not Critical.

The Job report describes how the individual is going to perform each one of the job behaviors. Reading the Job Report is the simplest way to understand any person's job performance, their advantages and challenges with that job. Once the cause is known, there are generally many ways to support or correct the issues. The manager may want to explore other potential causes but this is a powerful starting point.

The proper use of BestWork virtually eliminates bad hires. That same DATA has the potential to enable each person to get the most from their unique set of strengths and abilities.



# Thank you.

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We thank you  
for your  
continued  
support in our  
efforts to  
change the  
world with  
DATA.

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## Connect with us

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