

Is there a performance gap?

**\*Delegation**

**\*Details**

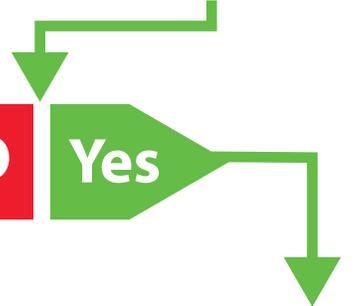
**\*Mentoring**



Is there a defined performance standard?



Is there a skill gap?



**Development**



Did learners used to do it?



**Training**



Is it used often?



**Practice**



**Feedback  
Coaching**



Supervisory  
Accountability  
Issue

Is good performance  
punished?

Is non-performance  
rewarded

Are obstacles present that  
prevent good performance?

