

Removing the Drama from Managing Low Performers

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POLL: How do you feel about having conversations with low performers?

On a scale of 1 to 5, where do you place yourself if 1 is “I dread it with every ounce of my being” and 5 is “I am very comfortable; it’s easy.”



POLL: Do you have one or more low performers you are worried about right now?





Objectives:

- The magic formula for removing the drama
- Three things to consider to ensure a positive outcome
- How to make this an urgent and important task that you look forward to



The Magic Formula for Removing the Drama

(in this order!)

1. Choose your identity/mindset
2. Envision best case scenario
3. Plan your opening statement
4. SBI
5. Define expectations
6. Create accountability

It's All Your Fault!

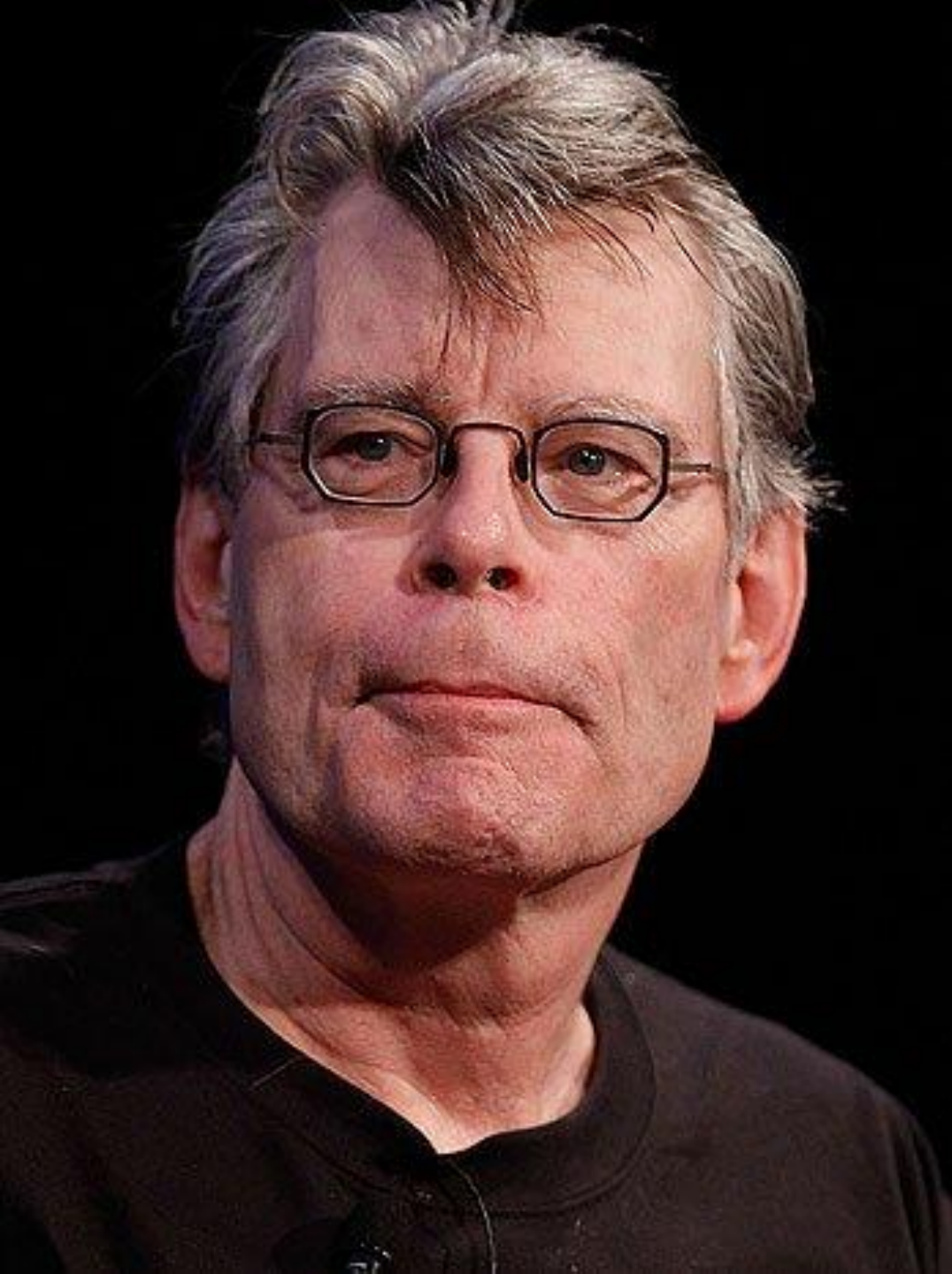
You have been in your new role for 3 months. You 'adopted' an employee who has had a negative attitude for years.

How can this be your fault?





2. ENVISION BEST CASE SCENARIO.



3. DRAFT YOUR OPENING LINE.

An opening line should
invite the reader to
begin the story. It
should say: Listen.
Come in here. You
want to know about
this. -- Stephen King



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4. SBI

- Situation
- Behavior
- Impact



5. EXPECTATIONS GOING FORWARD



6. ACCOUNTABILITY



Three Things to Consider to Ensure a Great Outcome

- Logistics
- What ifs?
- Watch to fully listen





POLL: How do you feel NOW
about having conversations
with low performers?

On a scale of 1 to 5, where do you
place yourself if 1 is “I dread it
with every ounce of my being”
and 5 is “I am very comfortable;
it’s easy.”

