

Possible Interventions to Address Missing Performance Factors

Missing performance factor	Intervention examples
Organizational systems <i>Do organizational systems support or hinder desired performance?</i>	<ul style="list-style-type: none"> • Communicate organizational mission, goals, & strategic plan • Develop clear job descriptions • Strengthen supportive supervision system • Update and disseminate operational procedures to support policies
Incentives <i>Do employees and teams have a reason to perform as they are asked to perform? Does anyone notice?</i>	<ul style="list-style-type: none"> • Recognize/reward good performance • Provide constructive performance feedback • Solicit employee input into work improvements and incentives
Tools and physical environment <i>Do employees have the physical resources and work environment they need to accomplish their jobs?</i>	<ul style="list-style-type: none"> • Ensure logistical and maintenance system for facility, equipment, and supplies • Design workspace to suit activities, e.g., private counseling space, efficient client flow process from check-in to exit • Develop and disseminate workplace safety protocols
Skills and knowledge <i>Do employees and teams know how to do their jobs?</i>	<ul style="list-style-type: none"> • Ensure job candidates have prerequisite skills • Offer appropriate learning opportunities such as on-the-job training, mentoring
Individual attributes <i>Do the personal attributes of an individual or team members affect their ability to perform their jobs?</i>	<ul style="list-style-type: none"> • Provide gender sensitivity or youth friendly training • Identify and analyze individual/team strengths • Provide team building activities
External environment <i>Do factors in the external environment impede or support the organization and employees' ability to perform and achieve their goals?</i>	<ul style="list-style-type: none"> • Participate in national technical and policy working groups • Seek client and community input into service quality • Ensure employees have required licenses; facility has required accreditation