

Organise the meeting with the employee to discuss possible causes of the underperformance, making sure that they know the meeting is the start of the capability procedure Hold the initial meeting with the employee Clearly state the Give specific Ask the Seek Restate what is Ask employee's Seek to agree Seek to agree nature of the ea's where employee employee's expected in opinion on specific action a time frame problem, why it performance recognition what they terms of job what he or she points with the for the is a problem i.e. has fallen think the root that there is a duties, outputs can do to employee, the improvement the below the problem with cause(s) may and targets. achieve details will to be achieved consequences of required certain aspects be. Consider Avoid assuming and the date(s) improvement depend the problem standard / of their mitigating the employee in performance whether any for review where tasks factors or Refer to previous performance knows specific cause and explore have not been external informal everything that what support of capability completed influences meetings is expected of may be needed has been satisfactorily them identified Keep a record of the meeting including specific action points and what has been agreed and send to employee Schedule a follow up meeting to review the employee's performance and make sure that the meeting takes place Organise any identified training, support, mentoring/coaching where appropriate Hold Review Meeting Review with the employee the Ask the employee's Discuss any Review what impact Seek to agree any Confirm/Agree time progress they have opinion of how they challenges / barriers any training, further specific frame for the made against the feel they are to the progress and support, mentoring action points improvement to be specific action progressing and if what further support or coaching has had achieved and the points. Using they have any can be offered date(s) for review examples and examples of this evidence available Keep a record of the meeting and what has been agreed

Hold final Review Meeting. Make an assessment whether to extend the Review Period (some improvement), Capability Hearing (no/little improvement), Revert to normal management processes (significant improvement)