



Why Employees Fail to Meet Performance Expectations - & How to Fix the Problem

Vernon Williams

1. Vernon's key point throughout the interview is "all employees have unlimited potential for achievement". Do you agree or disagree? Why?
2. Where does the ultimate accountability lie for employee performance - with the team leader or the team member? If there is joint responsibility how would you divide it?
3. The author notes a study indicating 80% of employees say they could perform better if they wanted to. How does that fit into the premise of the book?
4. Vernon has a number of suggestions for creating an environment which enhances performance. In the interview he discusses training. Steps 7 & 8 suggest the supervisor meet with the employee before and after the training? Are you already following his advice? If not, do you think it is worth trying? Discuss.
5. The author expands the concept of SMART goals to SMARTER goals and suggests a Skills Worksheet. How would these two ideas work for your team?
6. After relating a story from the world of football we hear a few of Vernon's 18 guidelines for giving feedback. Discuss and create your own list.
7. How is recognition handled in your organization? Could it be improved? How?
8. Expectations are a key concept for the author. How could this concept improve performance on your team? Do you include consequences when setting goals with employees? Are people ever penalized for meeting expectations?
9. What was the most significant idea you gained from this book or the interview with the author?

To listen to the Bookends interview go to: <http://www.bookendsbookclub.net>

