Tool
3.5c

Performance/potential matrices

Plot yourself or other individuals on to one of the matrices and reflect on the question: What should I, or other members of staff, do to improve or sustain levels of performance?

Model C is a different adaptation by Sir John Jones.

The model he uses is similar to that adapted by John West-Burnham. He has suggested what needs to happen to colleagues in each quadrant. For example, a colleague who is low on will and high in skill needs to be sold the benefits of a particular role, he/she needs to understand more about what is expected.

High	
Guide	Delegate
Will	
Tell	Sell
Low	**High**
	Skill