

Non-Training Barriers to Staff Performance

Oftentimes, when there are performance problems within an organization, training seems to be identified as the reason. The reality is that performance problems might not be directly related to training. Therefore, it is important to “unpack” what might be contributing to problems within your agency. Consider the following types of barriers:

Systemic/Organizational Barriers:

- Heavy workload
- Lack of resources needed to do the job
- Inadequate supervision
- Difficulty recruiting and/or retaining staff
- Negative result for good performance
- Positive result for non-performance
- Lack of positive reinforcement for performance

Personal Barriers:

- Lack of motivation
- “Burnout”
- Personal or family issues
- Lack of understanding that the task is important
- Job is not a “good fit” for the individual

So what? Why is this important to know?

Typically, training is the key to performance improvement if the performance problem is a lack of knowledge and skill. In most cases, training will only help a performance problem if the worker does not know how to do the job task. If the worker already knows how to do the job, training is not always the key to improving performance.

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