



Performance Rebuild Guide

Rebuild Performance Without Blame, Burnout or Losing Good People

Description

Performance Rebuild is a **team and organisational intervention** that gives leaders and teams a structured way to step back, identify the hidden blockers and rebuild the habits that support better performance. **This is not a blame exercise. It is a practical reset.**

Is this happening in your team?

Performance Rebuild is designed for teams experiencing:

- Missed deadlines or inconsistent delivery
- Poor communication between team members
- Avoidance of difficult conversations
- Low ownership or accountability
- Managers feeling they have to chase everything
- Conflict, tension or passive resistance
- Lack of clarity about roles, standards or priorities
- Meeting overload with little follow-through
- Good people becoming disengaged or frustrated
- A culture of excuses, silence or blame
- Leaders feeling they are firefighting rather than leading
- Performance issues that do not improve after informal conversations

The real issue may not be performance

What looks like a performance problem may be:

Visible Symptom	Possible Root Cause
“They are not delivering.”	Priorities, standards or ownership may be unclear.
“They lack motivation.”	People may not feel trusted, heard or connected to purpose.
“They do not communicate.”	Meetings, feedback loops or decision channels may be weak.
“They resist change.”	The reason for change may not have been properly understood.
“They avoid accountability.”	Consequences, expectations and follow-through may be inconsistent.
“The team feels negative.”	Conflict, fatigue or unresolved issues may be sitting under the surface.

What makes Performance Rebuild different?

A practical intervention, not another performance management lecture. Performance Rebuild is not a standard training course telling managers to “manage performance better.” It is a facilitated diagnostic and reset process designed around your team’s real situation.



We combine:

- **Diagnosis**
We identify the root causes behind poor performance, rather than reacting only to symptoms.
- **Facilitation**
We create a safe but honest space for leaders and teams to discuss what is not working.
- **Leadership challenge**
We help managers examine their own routines, communication, expectations and follow-through.
- **Practical tools**
We introduce simple frameworks for feedback, accountability, meetings, priorities and behavioural standards.
- **Action planning**
We leave the team with clear commitments, owners, measures and next steps.

How the intervention works

A structured route from confusion to clarity

Stage 1: Discovery and diagnosis

We begin with a confidential conversation with the sponsor or senior leader to understand the performance concerns, team context, previous attempts to fix the issue and the outcomes needed. Optional inputs may include short interviews, a pulse survey, document review, team feedback, performance themes or manager reflections.

Output: a clear performance challenge brief.

Stage 2: Root cause mapping

We identify whether the issue is mainly related to:

- Role clarity
- Priorities
- Trust
- Communication
- Leadership confidence
- Meeting discipline
- Skills gaps
- Behavioural standards
- Motivation
- Change fatigue
- Accountability
- Team relationships

Output: a practical root-cause map showing what needs to change.

Stage 3: Rebuild workshop

A facilitated half-day or full-day intervention with the team or leadership group. The session helps participants name the issues, understand the impact, reset expectations and agree practical improvements.

Typical workshop components include:

- Performance reality check
- Team working patterns review
- Communication and trust reset



- Accountability and ownership mapping
- Difficult conversations practice
- Priority and decision discipline
- Agreement of team standards
- 30/60/90-day action plan

Output: a shared performance rebuild plan.

Stage 4: Manager follow-through

The line manager or leadership group receives focused support to maintain the reset. This can include coaching, check-ins, scripts for difficult conversations, meeting routines and accountability tools.

Output: stronger management rhythm and improved follow-through.

Stage 5: Review and embed

We review progress against the agreed plan and identify what has improved, what remains stuck and what needs further support.

Output: practical recommendations for sustaining performance.

Programme options

Choose the level of support your team needs

Option	Best For	Format & Duration	Investment
Performance Rebuild Diagnostic	Leaders who need clarity before taking action	Sponsor call, short diagnostic review and written recommendations Duration: 1–2 weeks	from £950
Performance Rebuild Workshop	Teams that need a focused reset	Diagnostic call, half-day or full-day facilitated workshop, action plan Duration: 2–3 weeks	from £2,500
Performance Rebuild Sprint	Teams with recurring performance, trust or accountability issues	Diagnostic, interviews/pulse check, full-day workshop, manager coaching and 30-day review Duration: 4–6 weeks	from £4,500
Performance Rebuild Partnership	Organisations needing deeper performance culture support	Multiple teams, leadership coaching, workshops, performance routines and review cycles Duration: 3–6 months	by proposal

Travel, venue, accommodation and materials can be included or arranged separately depending on your needs. Prices exclude 20% VAT.

What your team will leave with

Practical outputs include:



- A clearer understanding of the real performance blockers
- A shared view of what needs to change
- Agreed team standards and expectations
- Improved communication routines
- Clearer ownership and accountability
- Better meeting and follow-through discipline
- Practical tools for feedback and difficult conversations
- A 30/60/90-day performance action plan
- Manager follow-through actions
- Recommendations for sustaining improvement

Who this is for

Ideal for:

- Senior leaders dealing with underperforming teams
- HR and L&D teams supporting managers
- Operations managers under delivery pressure
- Project teams that need better collaboration
- SME owners managing growing teams
- Professional services teams with inconsistent standards
- Education, charity, public sector or service teams
- Teams experiencing change, fatigue or unclear direction

Best group size

Performance Rebuild works well with:

- 1 sponsor or senior leader for diagnosis
- 6–16 participants for a focused team workshop
- Larger groups with adapted facilitation design

This is not about blaming people

Poor performance is serious but blame rarely creates lasting improvement. People often need clarity before they need criticism. Teams often need better routines before they need pressure. Managers often need confidence before they can create accountability. Performance Rebuild helps organisations address performance honestly and constructively. Where individual performance management is needed, we help leaders approach it with clarity and fairness. Where the issue is systemic, we help rebuild the conditions for people to perform well.

Facilitation

Performance Rebuild is facilitated by Suhel Miah, an experienced leadership, management and learning development practitioner with over 30 years' professional experience, an MBA with Distinction and Fellowship of the Chartered Management Institute. Suhel has trained and supported thousands of professionals across sectors and brings practical experience in leadership, facilitation, coaching, operational management and team development. He helps leaders address difficult performance issues calmly, honestly and constructively - without unnecessary blame, drama or avoidance.

This is not for everyone

This is not for you if you want:



- A quick motivational talk
- A blame session aimed at one person
- A generic performance management course
- A tick-box away day
- To avoid honest conversation
- A workshop with no follow-through

This is for you if you want:

- A practical diagnosis of what is really going on
- Honest but constructive conversations
- Clearer expectations and accountability
- Better team habits and routines
- Managers who feel more confident to lead performance
- A realistic action plan that continues after the workshop

Frequently asked questions

Is this a training course or consultancy?

It is a practical intervention that combines consultancy, facilitation, coaching and training. The exact format depends on the performance issue and the level of support needed.

Do you work with the whole team or just the manager?

Both options are possible. Sometimes the manager needs confidential support first. Sometimes the whole team needs a facilitated reset. In many cases, the best approach combines both.

Can this be used where there are sensitive performance issues?

Yes. Sensitive issues are handled carefully and confidentially. Where formal HR or legal processes are involved, this service supports leadership clarity and team improvement but does not replace professional HR or legal advice.

What if one person is the main problem?

We still begin with diagnosis. Sometimes one person's behaviour is central. Sometimes the wider system has allowed the issue to continue. The aim is to understand the situation fairly and decide the right intervention.

Can this be delivered online?

Yes. Diagnostic sessions, manager coaching and some workshops can be delivered online. For deeper team reset work, in-person delivery is often more effective.

How quickly can we start seeing improvement?

Many teams gain clarity during the diagnostic and workshop stage. Sustainable improvement depends on follow-through, management consistency and the team's willingness to act on agreed commitments.

Do you provide follow-up support?

Yes. Follow-up coaching, review sessions and implementation check-ins can be added to help embed the changes.

Ready to rebuild performance without blame or guesswork?



If your team is underperforming, avoiding difficult conversations or stuck in unhealthy patterns, Performance Rebuild can help you diagnose the real issue and create a practical way forward.

[Book a Performance Rebuild Call](#)