

Managing Underperformance Using the Three-C Model



Watch the FacDev in 5 Video featuring Dr. Nida Awadallah, Associate Professor, Family Medicine.

tinyurl.com/FD5-Underperformance

Key Takeaways



Use the Three-C Model to diagnose issues, support improvement, and take action when needed.

Converse

Discuss the Root Cause

- Gather information from multiple sources.
- Consider contributing factors and context.
- Reflect on your own role.
- Share your observations with the learner.
- Invite them to share their own perspective.

Coach

Support Learner Improvement

- Give advance notice before the conversation.
- Describe behaviors using specific examples.
- Explain the impact of the behavior.
- Clearly define expectations for improvement.
- Create a plan and follow up regularly.

Cut

Act if Improvement Stalls

- Seek additional support from others.
- Consider recommending a better-fit role.
- Document concerns and conversations.
- Consult HR and act decisively if needed.



Dive Deeper

Castanelli D.J. et al. [The stigma of underperformance in assessment and remediation](#). *Advances in Health Sciences Education: Theory and Practice*. 2025.

Elliott C. [Identifying and managing underperformance in nursing students: Lessons from practice](#). *British Journal of Nursing*. 2017.

Ravindran S. et al. [Joint Advisory Group on Gastrointestinal Endoscopy \(JAG\) framework for managing underperformance in gastrointestinal endoscopy](#). *Frontline Gastroenterology*. 2021.

