

**CHAPTER 4****Controlling and assessing the work****Learning objectives**

**After studying this section and doing Exercises 32–36 on pages 148–154, the health worker should be able to:**

- maintain the expected amount and quality of a health team’s work**
- assess the performance of team members**
- identify some causes of work deficiencies**
- help with personal problems**
- resolve disputes among team members.**

When the objectives and duties of a health team have been well planned and the team members have been carefully selected, trained and instructed, control measures can be devised to ensure that the team’s work programme proceeds as expected and to help the team and its supervisors maintain the expected amount and quality of work.

**4.1 Controlling and maintaining work standards**

Control measures guide the work programme and assure certain minimum standards. They are necessary for the following purposes:

- to ensure that work is done according to the objectives set and the activities planned, within the time allotted and with the resources provided
- to enable supervisors to recognize deficiencies in health workers’ abilities, knowledge and understanding, and arrange for appropriate training