



Managing Poor Performance - 1 Day

Course Overview

Poor performance is difficult to deal with; it's demoralising for the individual as well as the team and can cause more problems than just the individual's performance. Recognising, understanding and dealing with poor performance is a critical skill for managers.

Course Objectives

By the end of this course delegates will be able to effectively deal with performance issues.

The programme is very practical and is based around actual situations you as a manager need to deal with. You will leave with a plan of action for dealing with a particular situation built up at each stage of the course.

Course Topics

- Investigating the real issue
- Communicating effectively with the individual so that they understand that the issue and the impact that it has on the team
- Dealing with the emotions involved
- Putting together a plan to improve the individual's performance
- Communicating with the team
- Ensuring that your processes, policies and procedures are used correctly should the worst happen
- Prepare, structure and conduct a disciplinary interview
- Produce an Action Plan