

Managing Poor Performance at Work

Course overview

Managing a poorly performing employee is time consuming, costly and demotivating for both managers and other team members. Not acting to correct poor performance affects the whole team, other departments and customers. Ultimately it undermines a manager's position. This course supports delegates not only to understand how to manage poorly performing staff, it also provides them with a range of ongoing tools to be used in the workplace. This course is a safe place to practice skills and discuss experiences and is underpinned by a real-life case study.

Course aims and objectives

By the end of the course delegates will:

- Understand the legislation and good practice framework
- Understand what good performance management looks like
- Know when and how to employ formal performance management procedures
- Will have a range of tools to use to support an employee and improve their performance
- Will understand conflict and their own reactions to it
- Feel confident in addressing issues of poor performance within their own teams

Course programme

Session one: Key legislation

- The law relating to performance
- Implications of the Employment Act 2008
- Equality Act

Session two: Performance management procedures

- Performance appraisals
- Line management meetings
- Skills profiling
- Improvement planning
- Best practice

Session three: Handling poor performance

- Tackling the issues
- Investigation
- Potential outcomes and poor performance issues

Session Four: Managing conflict

- Introduction to conflict and reactions to same
- Strategies for managing self
- Strategies for managing others

Please contact us for a full programme