skilltec shaping your future

To discuss this course or book your place:

Call: 01752 222140

Or visit: skilltec.co.uk

Managing Poor Performance

DURATION
1 Day

COURSE OVERVIEW
During this course you will learn how to manage poor performance with regard to your company procedures.

TARGET AUDIENCE
This course is designed for people who have a responsibility for their staff, their performance and their development.

LEARNING OBJECTIVES
On completion of this course, delegates will be able to:

- Describe the difference between disciplinary and capability procedures.
- Describe the different stages of the disciplinary and capability procedures.
- Use the disciplinary and capability procedures as appropriate.
- Use appropriate questioning, listening and feedback skills to explore different issues.

PRE-REQUISITES
Although not essential, you will get the most from this program if you are currently responsible for staff and have concerns about how and when to manage poor performance, whether through competence or behaviour.

Please bring a copy of your company's Disciplinary and Capability procedures to use as reference throughout the day.

COURSE OUTLINE
The following topics will be covered during this course:

- Standards of performance.
- Identifying performance gaps.
- Exploring performance gaps.
- Giving feedback.
- Managing reactions to feedback.
- Questioning and listening skills.
- Disciplinary procedures in general.
- Capability procedures in general.
- Record keeping.
- Case studies and practice.