

Under-performance Management Workshop

Employers want to have staff who are operating at an agreed upon standard in relation to their performance. When an employee goes below that agreed upon standard, employers want to have developed and trained their managers on a consistent process for managing the under-performing behaviour. The aim being to ensure, at the very best, that the employee then operates at the required standard and at the very least, does not result in an unfair dismissal case.

OVERVIEW

In an engaging, content rich, practical workshop, managers will learn the process for performance managing staff both in relation to the legal framework and the skills required to have the conversations. There is the option of the use of professional actors in the afternoon to allow opportunity for the participants to practice the content learnt in the morning.

WHO IS THIS COURSE FOR?

This course is designed and customised for each client to provide training, resources and support for managers who are responsible for managing under-performing staff.

COURSE DESCRIPTION

This full day workshop is run in-house to educate and skill up managers to legally and skilfully manage underperforming staff.

WHAT YOU WILL LEARN

- ✓ The 5 Circles of Humanness and why an employee reacts negatively when you talk about their work performance
- ✓ The 3 main core identify issues that are triggered when a negative comment is made about a person and how this effects a person's ability to hear what you are saying
- ✓ What to do when emotions 'get in the way' of addressing the issues

- ✓ Why feedback is so hard to deliver and receive and what you can do to improve both
- ✓ The three types of feedback and knowing when and how to deliver each
- ✓ How to use your non-verbal's to effectively deliver bad news
- ✓ Roadblocks to listening and understanding each other
- ✓ A new model for active listening
- ✓ Your Organisation's Performance Management Process
- ✓ How to assess whether to go informal or formal
- ✓ What notes to take and when
- ✓ The skills of having a difficult conversation involving underperformance
- ✓ How to take care of yourself while managing a difficult process
- ✓ The extra legal requirements when performance managing someone who has a disability or suspected disability

YOU WILL ALSO GET

- ✓ A resource manual
- ✓ Skilled managers who know what the process is in relation to performance management and how to follow it
- ✓ 6 Months support by a legal practitioner post the course
- ✓ Access to weekly emails explaining current caselaw