

Managing Poor Performance

A one-day programme

Managing poor performance is generally not a favourite responsibility of managers with direct reports, but it's a necessary one. As a manager, your responsibility is to maximise the performance of all staff in your team to ensure that you have the best chance of achieving your organisational objectives.

Many factors will contribute to the performance of each staff member and it is an ongoing job to make sure the environment is conducive to great performance. This programme investigates the root cause of poor performance encouraging managers to take an objective look at their management style and its impact on their team. Key to managing poor performance is about having the right conversations, following a process, and completing the paperwork.

If you need to build courage and confidence to manage poor performance, sign up for this programme.

Part 1 – POOR PERFORMANCE DEFINED

- Factors that influence performance – what's missing?
- Who really is responsible for poor performance?
- Risks of poor management – to the organisation, the individual, the manager

Part 2 - CONVERSATIONS

- Managers roles and the role of HR
- Conversations: when, where, why and how
- Human nature: perspective, attributions, and self-serving bias
- Positioning – the roles we play, what helps, what hinders
- Commitment, courage, and confidence
- Dealing with conflict
- Instructors, coaches, mentors - knowing who could help

Part 3 – PROCESS AND PAPERWORK

- Paperwork that binds us: contracts, job descriptions, performance reviews
- Poor performance process: from initial conversations to final warnings
- Performance improvement plans – getting them right

"Any business or industry that pays equal rewards to its goof-offs and eager beavers sooner or later will find itself with more goof-offs than eager beavers." Mick Delaney