Managing Poor Performance

Is a practical 1-day course which provides the knowledge and skills to assist in tackling poor performance in the workplace, including formal actions such as disciplinary procedures; giving step by step guidelines on how to manage poor performance as a capability issue.

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| **Who should attend?**  Line managers, HR professionals and Occupational Health Managers who deal with the welfare of their employees.  **Course Benefits**  By the end of the Managing Poor Performance course you will be able to identify and resolve performance issues, deal with problem situations in a timely and effective manner and review your organisation’s policies and practices in the light of recent changes to the law. | **Programme Content**  **Performance Management**   * What is performance? * Why manage performance? * Consequences of not managing performance * How we manage performance   **Identify the importance of clear performance standards**   * Setting expectations of the role   **Performance management process and the procedures that underpin it**   * Policy definition * Symptoms of incapability * Root cause of incapability * Gathering supporting documentation   **Performance Management Procedures**   * Informal Stage * Setting SMART objectives * Support and written confirmation * Review meeting and outcome * Formal Stage * Appeal   **Test your knowledge** | **Contact information**  **Jeanette Lonsdale**  **HR Consultant**  **First Call HR**  **Tel: +44 (0)7917 333999**  **Tel: +44 (0)1295 720988**  **Email: jeanette@firstcallhr.com** |