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** |