



Managing Poor Performance

Overview

This course is suitable for managers and team leaders who have had little or no formal training in employment law or performance management. It is also a helpful refresher for more experienced managers to bring them up to date on legislation and procedural changes, and to check their methods against best practice.

Aim

This highly participative course aims to provide delegates with an understanding of the legal and procedural aspects of performance management, and give them the confidence and knowledge to use the full range of corrective actions available to them in managing the performance and conduct of team members.

Content

By the end of the course, delegates will:

- Understand the concept of “satisfactory behaviour and performance” so they can communicate expectations to their teams and to individuals.
- Develop the knowledge and skills to evaluate employee performance and behaviour in a fair and consistent way
- Understand the process of corrective interventions, from counselling through to formal disciplinary hearing
- Know what information to record throughout the process of managing unsatisfactory performance or conduct
- Be able to carry out confidently the key stages in effective management of performance; recognition and reward, and corrective actions – including disciplinary hearings.



Course Cost
£175 + VAT
Duration: 1 Day

**Held at Challenge
Training & Conference
Centre**

*“Great tutor made me feel at ease –
feel more confident to tackle
performance issues now.*

Elaine White
Logistics Manager



**For further information or to
reserve a place on this course
contact us :**

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