

# Managing Poor Performance

## Course Outline

Managing poor performance is a responsibility that most managers find at best unpleasant, and at worst, extremely daunting. Unfortunately, this often means that poor performance is not actually managed - it is left to get slowly worse, in the hope that the person will eventually decide to leave of their own accord. This course will equip front-line managers with the skills and knowledge to deal confidently and professionally with poor performers. It will show delegates how to use appropriate formal and informal processes of support, training & development, meetings and reviews to enable performance to get back on track, and to avoid escalating problems for everyone involved.

### KEY AIMS

---

1. To enable the development of key skills in performance management
2. To explore the benefits of improving poor performance using a positive and professional model of support and direction
3. To examine a range of tools and techniques that enable the effective management of poor performance
4. To enable participants to recognize and deal with poor performance in their teams
5. To enable participants to plan their continuing development in performance management

### KEY BENEFITS

---

Participants will be able to:

- Identify and respond to the causes of poor performance
- Give honest and constructive feedback
- Deal with difficult and aggressive employees
- Deal with people with emotional difficulties
- Strive to reach win/win solutions to poor performance

The organisation will:

- Have a more efficient and productive workforce
- Have more confident and competent managers
- Have more motivated team members
- Reduce levels of stress and sickness
- Improve staff attendance and retention

### FEEDBACK

---

- “Thank you – I now feel more confident in my ability to confront problems with certain people, rather than avoid them as I did in the past!”
- “It was an excellent course that has shown me that dealing with poor performance is an essential part of my role that should be prioritised”
- “An excellent overview of how to approach poor performance – I am ‘looking forward’ to putting the skills and techniques into practice”
- “The trainer helped me to understand better how and why people perform poorly at work. I think I will now be more inclined to match my response to get the best out of the person”

## OUTLINE PROGRAMME

---

- **Types of poor performance** - Categorising the various reasons why an individual's performance may not be considered satisfactory.
- **Causes of poor performance** - Identifying the source and nature of poor performance in an individual.
- **Positive responses** – Identifying good practice in responding to poor performance.
- **Customising the approach** – Responding to the needs and characteristics of the individual in order to get the most effective outcomes.
- **Giving feedback** – Using an assertiveness model to ensuring that feedback given is direct, honest and constructive.
- **Dealing with difficult and aggressive behaviour** - Dealing effectively and professionally with employees who display difficult and/or aggressive behaviour.
- **Dealing with emotional difficulties** - Dealing effectively and professionally with people whose emotional problems are the root cause of their poor performance.
- **Win/win solutions** – Using a positive model of negotiation to agree a range of solutions that will be in the interest of both the poor performer, and the organisation/ department.
- **Improvement objectives and targets** – Setting SMART objectives that encourage accountability and help to ensure that changes are made.
- **Personal development planning** - Identifying continuing personal development needs and extending learning into the workplace.

## COST

---

We understand that training is an investment - not just in terms of the cost, but also in time. We are therefore committed to providing excellent value by ensuring that our open courses are competitively priced. Unlike other inexpensive open/public courses, we deliberately restrict the number of places so you can rest assured that the training will be focused on the needs of every delegate, and will be an effective learning experience.

Fees for 1-day open courses from H2 are as follows:

- Per delegate: £295 + VAT
- 2 or more delegates: £255 + VAT each / Public Sector: £255 + VAT
- Registered Charities and Self-funding individuals: £230 + VAT

Fees are fully inclusive of:

- Course tuition / materials
- Workbook, with comprehensive reference materials / proformas
- Lunch / refreshments
- Personal action planning
- Certification (on request)
- Follow-up support (on request).

## CONTACT

---

Tina Halperin, Director  
H2 Training & Consultancy Ltd.

**Freephone:** 0800 0015151

**Email:** th@h2training.com