



## Challenging Poor Performance

### Overview

Managers and team leaders have a key role to play in organisations – particularly getting the best out of their team. Sometimes a manager may face situations where they need to improve performance either of the whole team or individuals.

This course outlines how managers can improve performance in an effective way without having a negative or adverse impact.

### Target Group

This course is aimed at individuals who wish to manage their teams' performance more effectively.

### Objectives

By the end of the course, delegates will be able to;

- ✗ Understand the importance of effective people and performance management
- ✗ Identify the key skills required to enhance team effectiveness
- ✗ Understand the importance of effective communication
- ✗ Identify how to deal with under performance and difficult situations in a positive way

### Course Content

Below is an overview of the topics that are covered. (Please note that if this course is delivered on an in-house basis, the content can be tailored to meet your specific requirements and address any issues you may have.)

- ✗ **Performance management and its impact on organisations.**
- ✗ **Key principles of performance management**
  - Setting standards /objectives
  - Regular reviews
  - Appraisal systems
  - Capability v conduct issues
- ✗ **Understanding the essential of communications skills**
  - How to communicate effectively
  - The importance of body language
  - Remaining calm and focused
  - Assertiveness skills
- ✗ **How to manage underperformance**
  - Preparation
  - Running a meeting
  - Handling difficult situations
  - Achieving your goals
  - The legal aspects

### Outcomes

Each delegate will receive detailed developmental feedback on their performance from both colleagues and facilitator and will be asked to complete and review a personal action plan after each module to identify key changes to implement and skills to practice.