

Managing Performance Problems



Workshop Content:

This one day Managing Performance Problems skills workshop will review the following:

- What is performance management?
- The skills required in managing performance
- Giving and receiving feedback
- SMART objective setting
- Managing common performance problems
- Tools for managing performance problems
- Investigating performance issues
- Using personal development plans
- Using performance improvement plans
- Managing underperformance scenarios

The workshop is designed for active participation with breakout exercises and role play scenarios. All attendees are encouraged to fully participate and contribute to the activities undertaken.

Duration: One Day

Introduction:

Achieving and maintaining high performance from individuals is a KEY challenge for managers. It is essential that you get the best out of people – investing time in effectively managing performance is CRITICAL to the successful achievement of Department and Company aims and objectives.

The Managing Performance Problems workshop will enable you to review and assess the reasons for performance concerns and the steps that can be taken to deal with issues or underperformance in order to improve both individual and operational performance. You will identify the roles and responsibilities of the people involved: the employee, manager, the manager's manager, HR manager, trade union or other companion, and the tools that can be used to manage performance problems.

Course Aim:

You will reflect on what holds you back from managing performance and will gain the knowledge and skills to focus on identifying and investigating performance problems, and taking appropriate actions to improve performance.

Training Suitable For:

All Supervisors / Team Leaders / Managers with responsibility for managing the performance of others. The course is also suitable for HR personnel who are involved in the performance management function and providing guidance and coaching to others.

Learning Objectives:

- To understand why managing performance is essential
- To identify the skills and tools that can be used in managing performance
- To develop a greater confidence in managing performance problems
- To understand the characteristics of 'SMART' objectives and how to set effective objectives
- How to create and use Personal Development Plans and Performance Improvement Plans to improve performance

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