

Managing Poor Staff Performance

Duration: 1 Day

Maximum 12 delegates

About the course

The first part of this course deals primarily with the avoidance of disciplinary situations by pro-active management. It also includes a session on improving assertiveness in disciplinary or conflict situations. Also included are a number of business related disciplinary case studies for delegates to analyse and make decisions on.

Who should attend?

Managers, Supervisors, Team Leaders and anyone else that oversees staff.

Workshop content

- the legal requirements
 - overview of current legislation
 - understanding internal discipline hearings and appeals
- recognising discipline problems
- problem analysis
- managing the issues
 - conflict management
 - using the 'team'
 - managing the 'grapevine'
 - productive and unproductive conflict
 - employees taking responsibility
- Improving your assertiveness
 - developing a positive, straightforward style
 - assertive behaviour
 - assertive conversation skills
 - stating your case
 - delivering criticism
- confrontation
 - gathering evidence
 - dealing with immediate reactions
 - setting the scene
 - presenting evidence
 - using silence
 - confirming understanding
 - avoiding arguments
- follow-up action
- grievance procedures
- case studies