

Managing Poor Performance

Based on SAQA's Unit Standard 13949, NQF Level 4, 5 Credits

Introduction

This practical two-day course will provide delegates with the essential skills and knowledge to manage and motivate poor performers.

You will explore the link between high performing individuals, teams and their business. You will develop your feedback skills, handling diff or demotivated people and learn to celebrate success.

This course is suitable for line managers who have performance coach responsibilities (evaluating and managing others' work) and need to help people achieve their potential.

Course Objectives

By the end of this course you will be able to:

- Understand the link between effective performance management and business results
- Monitor and measure performance against agreed goals
- Run regular appraisal meetings to encourage staff to reach agreed goals and pick up any development opportunities
- Confidently deal with difficult performance issues positively for all involved
- Recognise when to give formal and informal motivational feedback

Course Outlines

The Value of Performance Management

- Defining performance management – what it is and why it matters
- The benefits of effective performance management
- Looking at common reasons for underperforming
- Exploring your role as a performance manager and coach – how to get the best from poor performers
- Setting clear expectations, SMART and behavioural objectives

Managing and Motivating for Individual Performance

- The link between motivation and performance including practical approaches for managing poor performers
- Identifying your personal leadership and coaching style
- Changing your personal leadership style to get the most from the poor performer

Improving and Developing Performance

- What to do when the performance plan doesn't work
- Creating and implementing opportunities for learning based on personal styles
- Praising and celebrating good performance
- The performance coach – spotting opportunities and keeping it informal and positive
- Celebrating success
- Monitoring and evaluating performance (gathering performance data and evidence)
- Providing clear and motivational feedback on a regular basis to improve individuals' daily performance
- Encouraging self-appraisal and review

Managing Underperformers

- Identifying what constitutes poor performance
- Handling difficult people in a fair and confident manner – encouraging them to find solutions and take ownership
- Understand disciplinary and grievance procedures
- Understand your role in grievance and disciplinary situations

Personal Development

- Formulating an action plan