



## Managing Performance Problems

All it takes is one employee with chronic performance problems to drag an entire team down and dominate a manager's time. High performing members of the team will begin to resent not only this employee but the manager's inability or unwillingness to take action. Does your company have a formal process for managing performance problems? Are you prepared to have performance related discussions with your people? Never forget; like a chain, your team is only as strong as its weakest link.

### Target group

Early to mid-career managers

### Topics

- ⇒ What are the traditional methods for managing performance problems?
- ⇒ Why do we feel it is easier to do nothing?
- ⇒ What are the dangers of doing nothing?
- ⇒ How do you assess a skill issue vs. an attitude issue?
- ⇒ How do you identify the problem and create an action plan to solve it?
- ⇒ How do you communicate and document the problem with the employee?

### Approach

The training course is instructor led and is designed to be highly interactive with practical exercises. This program includes Commitments to Action (CTA's) which ensure that the learning is applied in the field.

### Duration

1 day

### Course objectives

After this training course, you will be able to:

- ⇒ Follow a formal process to:
  - Identify performance problems early on your team
  - Develop a solution and create an action plan to improve the performance problem or remove employee
  - Effectively communicate and document the action plan with the employee

### Follow up courses

Evaluation and Consequence, Coaching and Feedback