

Duration: ½ day

Purpose and aim of course:

This course gives an opportunity for learners to manage poor performance at work and be able to explain the main legal framework relating to its management. It provides insights to improve performance within teams by diagnosing issues and applying effective methods of intervention in order to tackle challenges. It also allows learners to understand the basic principles behind disciplinary and grievance procedures.

This unit is suitable for persons who:

- have been recently promoted to a managerial position and manage individuals,
- wish to develop their skills and knowledge in managing poor performance,
- wish to develop their knowledge of the legal framework that relates to performance management.

Learning Outcomes

On completion of this course, learners will:

- be able to identify sources of poor performance at work,
- appreciate the importance of the legal framework when managing performance at work,
- be able to develop appropriate interventions in order to address performance issues,
- understand the impact of management styles in performance management,
- understand the basics of disciplinary and grievance procedures.

Materials:

Learners will receive all necessary material for this course including copies of presentation slides and exercises used in class.

Prerequisites:

This course is a stand-alone course and does not require any previous knowledge. However, it would be desirable for learners to either be or have held positions in management or HR.