

Improving Poor Performance

Recommended duration – 1 day

Objective

Equip the Team Leaders, Managers and Supervisors with the right tools and thought processes to improve poor performance, re-motivate the individual and team and move to new levels of success

Content

Considering the reasons for poor performance

- Urgent vs. important tasks
- Your leadership style
- Team and individual motivation levels
- Other potential issues

Communicating effectively

- Assertive, passive and aggressive behaviour

Level 1 – the informal meeting process (A)

- Structure
- Using the right kind of verbal language
- Understanding yours and their body language

Level 2 – the informal meeting process (B)

- Structure
- Giving developmental feedback
- Offering coaching
- Setting SMART objectives

Level 3 – the formal meeting

- Structure
- Going back to level 1
- Moving toward disciplinary
- Involving Human Resources

Re-motivating the Team / Individual

- Getting back on track

The Trainers Promise

- To use minimal PowerPoint and maximum group exercises, discussion and experience
- To relax the group so they feel comfortable to learn and thoroughly enjoy the experience
- To use a variety of exercises including role-play, group work and case-studies
- The course will be conducted with approximately 70% exercises and 30% theory