



C H A N G E M A T T E R S

MANAGING POOR PERFORMANCE

AIM

The aim of management is to achieve results through the performance of others. When people perform poorly it is important that the problems causing the poor performance are resolved and hopefully enable people to get back on track as quickly as possible. However, all too often problems of poor performance are not dealt with early enough or in a positive manner, often resulting in negative results. Dealing with such issues is never easy for managers. Often a lack of confidence or skill means that such issues are never dealt with and staff never perform at their full potential.

The aim of this workshop was to understand the causes of poor performance, and give managers the skills and confidence to take corrective action in a way which enables the person's full potential in the job to be realised.

PARTICIPANTS

This programme was developed for middle managers of a railway organisation.

CONTENT

This is a highly practical and participative workshop covering the following key areas:

- Identifying and Measuring Poor Performance
- The Causes of Poor Performance
- The Influence of Leadership Style on Performance
- Effective Strategies for Re-Motivating Staff
- Stress and its Impact on Poor Performance
- The Use of Counselling Skills to Improve Performance
- Discipline and the Disciplinary Interview