

Peak Services delivers deep expertise in the local government sector. We understand the business of councils. Challenge us.

MANAGING POOR PERFORMANCE

AUDIENCE

This course is suited to supervisors and managers to gain increased skills in managing poor performance within their teams on required behaviours.

SHORT COURSE TOPICS

Workshop objectives

When should feedback occur?

- Repeated events/behaviour
- Policy breaches
- When feedback does not work

Preparing and planning

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- Gather facts/practice tone
- Create an action plan
- Keep records

Choosing a time and place

- Criticise in private, praise in public
- Creating a safe atmosphere

Setting Goals

- SMART goals
- Self-assessment
- Keeping emotions in check
- Diffusing anger
- Empathise

What not to do

- Attacking or blaming
- Talking down/emotions

Measuring results

- Action plan

LEARNING OUTCOMES

- Understand when feedback should take place
- Learn how to prepare and plan to deliver constructive criticism
- Determine the appropriate atmosphere in which it should take place
- Identify the proper steps to be taken during the session
- Know how emotions and certain actions can negatively impact the effects of the session
- Recognise the importance of setting goals and the method used to set them
- Uncover the best techniques for following up with the employee after the session



COURSE DETAILS

Delivery	Our instructor-led training course provides participants with an interactive session including Question and Answers sessions. Customisation is also available.
Duration and Location	Our standard structure for this workshop is 1 day and can be delivered in any metropolitan or regional area of Queensland.
Fees and Inclusions	Our training course will include: <ul style="list-style-type: none"> • Instructor-led training • Statement of Attendance • Course Workbook

For proposals, registrations or enquiries contact us:
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