



**PAUL  
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Management  
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## Managing Poor Performance

*This is one of a number of bespoke training modules designed to improve the people management skills of your staff. These courses are designed to be interactive, fun and informative.*

This is a very interactive one day workshop looking at the skills required to manage poor performance in the workplace.

### Learning Outcomes

The key learning points for this workshop will be:

- How to identify the underlying causes of poor performance
- How to deal with bad behaviour at work
- How to develop Improvement Plans
- How to provide feedback

### Approach

The workshop will be split as follows:

#### **What is poor performance and why does it happen**

We will begin by reflecting on instances of poor performance and bad behaviour we have witnessed in the work place and draw out the implications on the team's performance.

We then look at the causes of poor performance and the role of the manager and of HR.

#### **Managing poor ability**

We will look at tactics for helping people who are struggling with their current assignment due to low ability; resources, training, redesign, re-assignment and release.

*See over*

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### **Providing Feedback**

We look at the key elements of providing feedback; preparation, planning, openness, professionalism, documentation. We will then role-play feedback meetings.

### **Handling Bad Behaviour**

Attendees will then be given scenarios to discuss in pairs on handling poor various types of bad behaviour based on scenarios provided. We will look at team charters and creating a team ethos.

### **Developing Improvement Plans**

Attendees will work in pairs to create improvement plans for a given scenario and will then undertake a final role-play to work through the plan with a team member to check they understand and buy in.

### **A review of learning points**

Each workshop ends with a review of what has been learnt. In addition, I will ask attendees to discuss ways in which they can implement the lessons of the day into their work life and come up with three things they will do differently in their job.

*End*

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