

TRAINING

Managing THE PERFORMER

Course Objectives

- Know and understand competencies for effective performance management.
- Recognise poor performance and how to deal with it.
- Know how to develop and use a Performance Improvement Plan.
- Conduct evidence based, legally defensible disciplinary processes.
- Mediate employee grievances in a way that engages both parties.
- Be fair, consistent, and transparent in dealing with performance issues.
- Set and evaluate employees' goals and objectives.
- Give informal and regular feedback using the Start, Stop, Continue model.



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Course Learnings and Outcomes

- Deal with underperformance in a way that encourages growth and development.
- Learn how to manage good and poor performance equally.
- Set Manager expectations and performance action plans.
- Be confident in conducting disciplinary meetings.
- Use the templates to conduct performance reviews.
- Give fair and transparent feedback to employees.

Course Topics

- Setting and managing employees' goals and objectives.
- Dealing with a grievance between employees.
- Managing the disciplinary process.
- Putting a Performance Improvement Plan in place.
- Navigating the annual performance appraisal process.

Course Duration

- One Day Course (in person)



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