



## Managing poor performance

This workshop defines the common causes of poor performance and explains how to create strategies to deal with them. It will help you identify the root causes of performance problems at an early stage and understand how to motivate and manage individuals to turn poor performance around. By gaining an insight into the performance management cycle you will appreciate the link between high-performing individuals, teams and successful organisations.

### Course duration

Typically 1 day

### Who should attend?

Suitable for new and experienced managers and team leaders.

### Course Content

- the main types and chief causes of poor performance
- the links between motivation, trust and people's performance
- reviewing behaviour; giving and receiving feedback
- dealing with difficult people and situations
- the disciplinary and grievance processes
- creating the environment for successful coaching
- skills for coaches; listening and questioning approaches
- the GROW model for effective coaching

### Pre-requisites

None

### Course style

Highly participative using small group discussions, exercises and case studies

### Objectives

As a result of attending this workshop, you will:

- understand the common causes of poor performance and be able to create strategies to deal with them
- be able to identify performance problems at an early stage
- have the knowledge needed to apply a formal disciplinary process when necessary
- be able to use at least five alternative motivational strategies
- understand the range of alternative approaches for effective coaches
- understand and have the opportunity to develop your listening and questioning skills, and practice the GROW coaching model.
- be able to agree goals and objectively assess the performance of individuals and teams

To book your place please contact the Business Development team  
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This workshop can be tailored to meet your organisation's requirements.