



the Management Development Institute

business and management education since 1981

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Correcting Performance Problems

Code: CT91-909

Duration: 1 day

Series: Business Management

Identifying performance problems

Attendance problems
Achievement problems
Conduct problems

Investigating performance problems

General guidelines
Performance issues

Providing feedback to employees

Addressing performance problems
Conducting feedback sessions

Addressing behavioural problems

Impact of problem behaviour
Responding to employee reactions

Disciplining employees

Preparing to discipline the employee
Conducting a disciplinary meeting
Follow-up with the employee

By completing this course, participants will learn how to:

- ✚ Identify the types of attendance problems, assess their impact, and determine the problem's severity; identify the types of achievement problems, assess their impact, and determine the problem's severity; and identify the types of conduct problems, assess their impact, and determine the problem's severity.
- ✚ Identify the causes for an employee's performance problem by interviewing, question an employee regarding attendance issues, describe the factors affecting achievement, and apply conduct investigation techniques.
- ✚ Prepare to conduct a feedback session, encourage communication with the employee during the session, and conduct a constructive feedback session with an employee with a performance problem.
- ✚ Communicate and prevent the discrepancy between an employee's behaviour and performance standards, identify the type of employee reaction, and tackle it effectively.
- ✚ Keep a disciplinary perspective, determine the cause for disciplining an employee, prepare for conducting a disciplinary meeting, maintain positive rapport, avoid pitfalls during a disciplinary meeting with an employee, keep the meeting productive, monitor employee performance, and conduct a follow-up meeting with the employee.

Prerequisites: None