

Course Synopsis

Dealing with poor performance and delivering difficult messages.

Course Outline	A full day course to develop skills which will enable delegates to deliver difficult messages and tackle poor performance before it impacts the business.
Objectives	Difficult conversations are part of being a manager however people often shy away from them which then results in a bigger problem than ever. We cover everything from telling someone they are underperforming or haven't got a promotion to tackling issues around personal hygiene or poor attitude.
Topics	<p>Trainer led group discussion, practical exercises and comprehensive delegate notes</p> <ul style="list-style-type: none"> • Performance management process – How to manage underperformance. • Objective setting and monitoring • Ensuring a fair, unbiased process • Managing workplace “banter” – how far is too far? • Tackling behavioural issues • Delivering uncomfortable messages without getting into hot water • Knowing when to ask for help.