

**Course Code** BSMPP  
**Duration** 1 day

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## Overview

Part of the Leadership Development series

This comprehensive one-day workshop will enhance your ability to effectively and positively manage your team's performance in order to develop the skills and strengths of each individual. During this course you will develop a better understanding of the issues that drive poor performance, along with the ability to deescalate difficult behaviour.

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## Audience

This course is designed for people who are responsible for staff, their performance and their development and is ideal for managers and HR professionals who want to develop better techniques for managing employees.

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## Learning Objectives

By actively participating in this course, you will learn about the following:

- ▶ Understand the reasons for poor performance.
  - ▶ Describe the different stages of the disciplinary and capability procedures.
  - ▶ Use the disciplinary and capability procedures as appropriate.
  - ▶ Use appropriate questioning, listening and feedback skills to explore different issues.
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## Pre-Requisites

Although not essential, you will get the most from this program if you are currently responsible for staff and have concerns about how and when to manage poor performance, whether through competence or behaviour.

Please bring a copy of your company's Disciplinary and Capability procedures to use as reference throughout the day.

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## Course Contents

- ▶ Standards of performance
  - ▶ Identifying performance gaps
  - ▶ Exploring performance gaps
  - ▶ Giving feedback
  - ▶ Managing reactions to feedback
  - ▶ Questioning and listening skills
  - ▶ Disciplinary procedures in general
  - ▶ Capability procedures in general
  - ▶ Record keeping
  - ▶ Case studies and practice
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## Further Information

For more information or to book this course, please contact our Course Enquiries Team on **01752 227330** (Option 2) or email us at [enquiries@skilltec.co.uk](mailto:enquiries@skilltec.co.uk).