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## **Managing Underperformance 2 Day Training Course**

Enabling managers to solve performance problems in a confident and effective way.

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## Managing Underperformance

How is underperformance affecting your organisation?

*'Poor performers at work can cripple productivity.'*

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- 75 % of UK bosses are concerned about underperforming employees<sup>1</sup>
  - 46 % of employees said they worked with someone who didn't do their fair share<sup>1</sup>
  - 40 % of employees said their employer didn't deal with the problem<sup>1</sup>
  - 46 % of managers think underperformance is not tackled well in their organisation<sup>2</sup>

Often good quality management can develop someone into a really good performer. Organisations need managers who can create high performing teams, where everyone contributes and nobody is there just for the ride.

Tackling underperformers at an earlier stage will nip it in the bud, and sends a clear message to others that it won't be tolerated.

This training programme enables managers to take the conflict out of performance problems and turn poor performance around.

*"Left unchecked, staff who don't pull their weight can breed resentment among colleagues and cripple an organisation's productivity."*  
Ruth Spellman, IIP UK's chief executive.

Source:

<sup>1</sup>Investors in people UK survey

<sup>2</sup>People Management Agenda research 2015

## Course Aim

To enable managers to solve performance problems in a confident and effective way

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### About the course

If you're a manager, dealing with poor performance can be your most dreaded task. Confronting team members about correcting or improving their performance is often intimidating, stressful and filled with unexpected twists and turns. Some managers dread it so much they avoid the "pain" altogether by accepting poor performance by employees until it turns into a termination issue. This does not help the manager, the employee or the company!

Learn practical techniques to help team members improve performance. At the heart of this training programme is a clear three-stage technique with each stage having a number of clear learning points all of which are easy to grasp and implement. The skills learned will not only keep managers focused on observable performance rather than attitude, but will provide a critical structure to keep defensive side-tracks from derailing the improvement process.

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### Key Outcomes

#### Participants will:

- Learn how to manage and improve performance
- Learn how to intervene, rather than confront
- Develop skills to bring the focus back to performance

### Who should attend

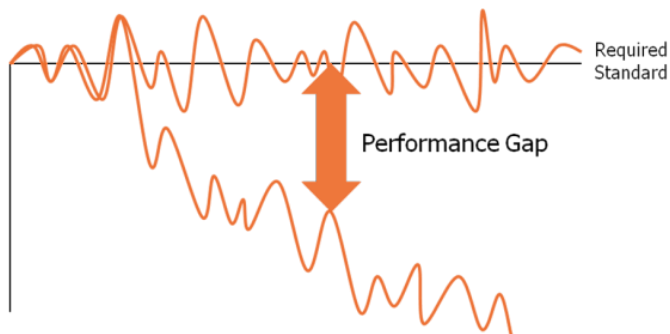
This course is suitable for those who manage other people and are looking to build their confidence and effectiveness in tackling performance problems.



## Course Outline

### Understanding Underperformance

- Defining underperformance
- Clarifying the role of the manager in underperformance situations
- The benefits of managing underperformance effectively



### Facing up to the Problems

- Applying a 3 stage structured technique to poor performance situations
- Clarifying performance expectations with employees

- The key reasons why employees sometimes perform poorly and what can be done about it
- Effective techniques for giving feedback in poor performance situations
- Agreeing SMART objectives for performance improvement

### Video Case Study

- Analysis of management behaviours in addressing underperformance.

### Practice and Feedback

- Participants have the opportunity to practice applying the knowledge and skill learned in a safe environment including a 'slow-motion-time-paused' practice simulation.

### Improving Motivation

- Assessing and increasing levels of motivation with individual team members

### Video Content

- The Video Arts production *'I'd like a word with you'* is used to reinforce learning. The amusing drama shows how conflict can be avoided and a potential 'problem' employee turned into a valuable team member.

### Personal Development

- Action planning the transfer of learning to the workplace

### Flexible Course Duration Available:

- This course is available as a one day duration or half day duration\*

\* reduced content applicable

## What Clients Say

*This practical course has helped many managers tackle real performance issues and as a result, they start to see real benefits - both to the performance of their teams, and to the output of the project they have been jointly working on.*

60 Managers who attended this course were asked to rate their confidence and ability in dealing with poor performance issues pre and post course.

**88% stated the course had significantly improved their confidence and ability to tackle underperformance issues with their team** with more than half reporting that they had already proactively begun managing such issues.

Individual managers reported that in some cases they had already managed to get performance levels back to a satisfactory level.

*“In the case of Managing Poor Performance, Training Interventions worked co-operatively with me to develop a ‘bespoke’ course which addressed specific management issues. The feedback from the course has been, without exception, outstanding with several delegates simply stating that this course was ‘the best they had been on’.”*

**June Knowles,  
Organisational Development Officer  
Manchester City Council**



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## What Delegates Say

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“Excellent. I have gained the ability and confidence to tackle poor performance, along with clear definitions.”

**Lynne Farrow, Manchester City Council**

“Brilliant. Delivery was excellent. Contribution of professionalism, expertise, examples and great use of humour in conveying the messages.”

**Sarah Henney, White Young Green**

“I now have a range of skills to help identify and deal with poor performance. The course was well paced, relevant and well delivered.”

**Dave Wilkinson, Concise IT**



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## Contact us

This course is available for in-house delivery or at a venue of your choice and can be tailored specifically to meet your business needs. For booking fees or further information contact us:

**0845 519 9395**

**[info@traininginterventions.co.uk](mailto:info@traininginterventions.co.uk)**

**[www.traininginterventions.co.uk](http://www.traininginterventions.co.uk)**

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### Related Training Programmes:

- Performance Management for Managers
- Conducting Effective Appraisals
- Effective Influencing Skills
- Coaching Skills for Managers
- Assertiveness at Work
- Managing Conflict using the TKI