

## **CORRECTING PERFORMANCE PROBLEMS**

PM08.65

This course introduces students to performance problems and how they affect an organization. Students learn how to determine the severity of a performance problem, identify causes, approach employees who have problems, and conduct effective feedback sessions. Through interactive exercises the class will learn how to explain the impact of problematic behavior and respond to negative and positive employee reactions. Course activities also cover conducting an effective disciplinary meeting and determining whether you have sufficient cause and evidence to discipline an employee, and preparing for disciplinary action. The class also will learn how to document and use information about an employee's performance, and conduct a follow-up meeting with an employee.

### **PREREQUISITES**

- None

### **LEARNING OBJECTIVES**

- Identify the types of attendance, achievement and conduct problems, their impact and severity
- Identify the causes for an employee's performance and attendance problems by applying investigation techniques (e.g. interviewing)
- Preparing a feedback session with an employee with a performance problem.
- Communicate and prevent the discrepancy between an employee's behavior and performance standards
- Disciplinary activities including, cause for disciplining an employee, conducting a disciplinary meeting, maintaining positive rapport, and avoiding pitfalls during a disciplinary meeting

### **WHO SHOULD ATTEND**

- People managers

### **COURSE OUTLINE**

- Identifying performance problems
- Investigating performance problems
- Providing feedback to employees
- Addressing behavioral problems
- Disciplining employees

There are numerous exercises to reinforce the concepts taught in this class.

### **CLASS LENGTH**

- One Day (8PDUs)