

Define Potential presents:

Managing Underperformance



Course Overview:

Feedback from supervisors consistently identifies managing underperformance as a significant challenge. This course explores the causes of underperformance and provides practical guidance in how to identify and manage it, including leading underperformance conversations and developing and implementing improvement plans.

Course Details

Format



- Online

Duration



- 6 hours

Audience



- Mid-level leaders
- Senior leaders

\$750pp GST inc.*

Course Outline

Session 1

Welcome and Introduction

- Overview of the day

Session 2

Root Causes of Performance Shortfalls

- Motivation and engagement
- Atypical and entrenched behaviour

Session 3

Addressing Behavioural Underperformance

- A structured approach for leading conversations about behaviour
- Case studies

Session 4

Effective Performance Improvement Plans

- When to develop and implement an improvement plan
- Clear goals, checkpoints and buy-in

Session 5

Supporting and Monitoring an Improvement Plan

- Coaching and mentoring underperforming staff
- 'Managing and Developing People' – keeping the primary purpose front of mind
- When and how to escalate the process to disciplinary action

Session 6

Underperformance and Hybrid Work Environments

- Discussion – what needs to be adjusted for remote working situations?

Session 7

Action Planning

- Self-reflection
- Action planning for self, team and others

Key Learning Objectives



Identify underperformance and root causes of performance shortfalls



Develop approaches to address underperformance constructively



Understand differences in underperformance situations – atypical as compared to entrenched



Practice structuring and leading an underperformance discussion

Want more information? Contact us via any method below to learn more
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* Plus Eventbrite booking fee