Managing Performance Problems

Learning Objectives

- Recognize when formal consequences are warranted.
- Develop a solid case for improvement or dismissal.
- Provide people with a clear understanding of what they must do to improve and the consequences of failing to do so.
- Impose formal consequences with confidence that the person has been fully heard and fairly treated.
- Use the interaction process to conduct effective discussions.
- Minimize the impact of continuing performance problems.

Course Description

This course builds leaders’ skills in handling chronic performance or work habit problems or serious misconduct. They learn how to document the problem and explain what the employee must do to address it. Leaders become skilled in discussing and imposing formal consequences, while adhering to their organization’s policies and procedures concerning disciplinary actions.

Best Practices

Resources (for learner)

- Development Activities
- Job Aid
- Discussion Planner
- Best Practices
- Why Document
- STAR Form
- Agenda for Meeting with Manager

Resources (for managers of learners)

- Management Support Tool
- Tips for Giving Feedback