

# Skills and Training



## Managing Under-performance

### Managing Performance

Understand how to set and manage performance standards in a team environment. This workshop looks at how to develop key performance indicators and standards as well as the role of timely coaching and feedback in the workplace.

### Outcomes

Participants will develop a greater understanding of how to develop and communicate expectations to employees.

- The 5 Keys to unlocking peak performance
- The art of feedback
- Template for dealing with performance issues
- Strategies to improve performance
- Coaching, training and mentoring to improve performance
- Personal Action Plan

### Who should attend?

This half day workshop is ideal for managers and supervisors required to lead and manage teams in the work environment. In particular those who would like to improve their confidence in addressing performance issues in a proactive manner.

### Delivery Information

Duration: 4 hours  
Locations: State-wide

N.B. Workshops can be customised and delivered on site.

### Investment

\$330 TCCI member  
\$495 non member

### More information?

For more information on enrolling in this workshop or TCCI training or to discuss our customised on-site delivery options please contact our team on 1300 559 122 or email [training@tcci.com.au](mailto:training@tcci.com.au).

*A leader is someone who knows the way,  
shows the way and goes the way...*

1300 559 122

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