

Managing Underperformance

Course Content

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.

Learning Outcomes

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

- Identify causes of under performance
- The art of giving feedback
- Steps for dealing with performance issues
- Strategies to improve performance
- Coaching, training and mentoring to improve performance
- Personal Action Plan

Who should attend?

This program is suitable for new and emerging supervisors, leaders, managers and team leaders. The program is designed to provide participants with

practical skills and improved confidence to manage and lead employees in the workplace.

The program is ideal for individuals who have not undertaken formal leadership or management training.

Delivery Information

Duration: 3.5 Hours
Location: State-wide

Investment

\$350 TCCI member
\$525 non-member

More Information?

Call 1300 559 122 today to discuss your training needs including on-site or customised delivery, or email training@tcci.com.au

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