

# Skills and Training



## 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.

- 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 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 Hours  
Location: State-wide

### Investment

\$330 TCCI member  
\$495 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](mailto:training@tcci.com.au)

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