



## Performance Management and Termination of Employment 'To improve or remove – how to manage poor performance'

Managing the poor performance of employees is a challenging task for most managers. You need to be confident in knowing what you can and can't say when conducting these difficult conversations. Understanding the right process is the key to conducting a fair and safe performance management or disciplinary process. You need to ensure that you provide the employee with every opportunity to 'improve' their performance before being forced to 'remove' under-performing employees from your team.

This half day workshop is aimed at providing managers with the confidence, knowledge and skills to conduct performance counselling conversations with employees to get results! The facilitator, Tina Radford has conducted hundreds of these difficult conversations over the past 20 years, and has wrapped up all of her proven techniques and strategies into this half day program.

All participants will receive a **Performance Counselling Interview Guide** to take away and use in their workplace.

The practical and interactive workshop will cover the following topics:

- Overview of the performance management process
- Reasons for disciplining or warn employees
- Conduct, Behaviour and Performance Issues
- 3 reasons why employees underperform
- Can you change 'Attitude'?
- Who are the 'untouchable' employees?
- To 'Improve' or 'Remove' employees?
- Examples of when an employer cannot discipline an employee
- Verbal Warnings v's written warnings
- The 3 warning system and how it works
- The 6 step Performance Counselling process
- What you can and can't say to employees
- The role of the witness or support person
- Dismissal and Unfair Dismissal

### Who Should Attend?

- Managers and Leaders who are responsible for managing poor performance and want to get better results

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