

# Managing for Success

## Workshop Contents

### Module #4

Also known as 'Managing Poor Performance' or 'Courageous Conversations.' It can be run as a half day, 2 x 2 hour sessions or 4 x 1 hour sessions.

<p><b>Section 1: What type of issue</b></p> <p>In this first section we discuss whether different situations are poor performance, misconduct or another issue that needs fixing. This always causes much debate and puts a new perspective on identifying an issue! You can tie this in with your processes and policies too and which will apply to each situation.</p> <p><b>Learning Outcome:</b> Correctly identifying what type of issue a situation is.</p>	<p>Introductions 10 mins</p> <p>Scenario exercise &amp; debrief 50 mins</p>
<p><b>Section 2: Giving Constructive Feedback that works!!!</b></p> <p>Many managers avoid giving constructive feedback as it's met with anger, tears or is just ignored. In this part of the workshop we work through some <b>brand new methods</b> to give feedback that employees actually take on board and improve from. These methods have had great success and are a fantastic addition to a managers toolbox.</p> <p><b>Learning Outcome:</b> Demonstrated methods of giving feedback that works!</p>	<p>Overview of methods 15 mins</p> <p>Exercises &amp; debrief 45 mins</p>
<p><b>Section 3: Performance Plans</b></p> <p>We now cover the steps to take to make the process more formal and put a written performance plan in place. You'll learn how to prepare properly for the meeting, overcome the challenges around performance planning and how to write your performance plan so that it helps employees want to improve.</p> <p><b>Learning Outcome:</b> Being able to prepare for and write a performance plan.</p>	<p>Overview 10 mins</p> <p>Preparing 20 mins</p> <p>Writing a SMART plan 30 mins</p>
<p><b>Section 4: Case Study</b></p> <p>Lastly you'll work through a case study then debrief on whether your employee and you ended up with the results you both felt were right and what happened to get there - both things you did well and areas to improve going forward.</p> <p><b>Learning Outcome:</b> Practising the skills needed to manage poor performance.</p>	<p>Case study 30 mins</p> <p>Debrief 20 mins</p> <p>Action Plan 10 mins</p>