

Here's something to remember: someone who works for you could lose their job – unless you protect your job, and your team members' jobs, by ensuring that each member pulls their weight and achieves their objectives. You do this in part by creating a working environment which employees know clearly what is expected of them, want to do it and know how to do it, and by providing a working environment that supports them doing it. You also do this by building a culture that allows the team to reach its objectives.

Occasionally, however, for personal or motivational reasons or due to poor job placement, an employee's performance is so poor that counselling is needed to bring it back up to expectation. Sometimes, counselling fails and the employee and the organisation need to part company. Although most managers would rather never have to do this, dealing with "the tough stuff" is part of managing performance and promoting peak performance that all managers need to do now and then.

As the labour shortage worsens, many managers hesitate to take a firm stance with people who aren't doing the job they are paid to do as well as they should, thinking that even a poor worker is better than no worker. That's wrong. The bottom line is: don't compromise your performance standards, explain what they are and help employees attain them.

### What will I achieve from this course?

This course explains how to deal with the 'tough stuff' – how to turn performance around and what to do when you can't. You will:

- Know how to think through poor performance before jumping into a performance counselling discussion.
- Know how to plan and lead a performance counselling discussion that helps employees improve unsatisfactory performance
- Understand the process for terminating someone's employment when performance counselling is unsuccessful
- Know how to support employees who have a performance problem.
- Know how to build and sustain the trust and confidence of others
- Establish, contribute to and benefit from professional networks
- Make organisational politics work for you and your work team and get your ideas implemented and achieve work priorities and goals
- Know how to turn conflict into agreement

### How long will this course take?

- This course is delivered over two 4-hour sessions. Please see the course schedule for dates.
- On completion you will receive a Certificate of Participation.

