

Correcting Performance Problems

1 day

Description

This ILT Series course introduces students to performance problems and how they affect an organization. Students learn how to determine the severity of a performance problem, identify causes, approach employees who have problems, conduct effective feedback sessions, explain the impact of problematic behavior, address negative employee responses, and respond to employee reactions. Course activities also cover conducting an effective disciplinary meeting and determining whether you have sufficient cause and evidence to discipline an employee, and preparing for disciplinary action. Students will also learn how to document and use information about an employee's performance, and conduct a follow-up meeting with an employee.

Prerequisites

- *None*

Course Outline

Unit 1: Identifying performance problems

Topic A: Attendance problems
Topic B: Achievement problems
Topic C: Conduct problems

Unit 2: Investigating performance problems

Topic A: General guidelines
Topic B: Performance issues

Unit 3: Providing feedback to employees

Topic A: Addressing performance problems
Topic B: Conducting feedback sessions

Unit 4: Addressing behavioral problems

Topic A: Impact of problem behavior
Topic B: Responding to employee reactions

Unit 5: Disciplining employees

Topic A: Preparing to discipline the employee
Topic B: Conducting a disciplinary meeting
Topic C: Follow-up with the employee