



**Course Title:** *Correcting Performance Problems*

**Course Description**

The pressure for speed, productivity, and bottom-line results has never weighed more heavily on organizations than now. Managers and Supervisors must ensure that everyone takes responsibility for performing his or her job as effectively as possible. Employees need training and coaching so they can manage their own performance. When these approaches aren't enough, managers need to step in and take prompt and decisive action.

**Goal**

The purpose of this course is to provide participants with skills for addressing recurring or serious performance problems, getting an individual's performance back on track, and building motivation for improvement.

**Learning Objectives**

- Recognize why managers delay correcting poor performance
- Describe the consequences of delaying action to correct poor performance
- Explain the benefits of thorough preparation when planning a discussion about poor performance
- Identify performance situations in which to take action and determine the possible causes of the problem.
- Conduct focused conversations about poor performance that result in action toward improvement

**Open to:** Managers and Supervisors

**Competencies Addressed:** Performance Management, Coaching/Counseling

**Length of Class:** Four Hours