

## Managing Difficult Staffing Situations

**Duration: 1 Day Course**

### Overview

This course helps delegates understand the importance of managing poor performance and helps give them the confidence to manage day-to-day poor performance and behavioural problems within their team

### This Course Suits

Any Manager, Team Leader or Supervisor wishing to gain skills in Managing Poor Performance and Behavioural Problems.

### What the Delegates will gain from the Course

- Identify the different types of poor performance and behavioural problems.
- Understand the importance of managing poor performance and behavioural problems within the team.
- Understand and develop confidence in the skills required to manage poor performance and behavioural problems effectively.
- Practice poor performance management skills and develop an Action Plan.

### Course Timetable

09:30 - 10:00

- Coffee, Introductions and Course Objectives

10:00 - 10:30

- Identifying Poor Performance - Current Issues

10:30 - 11:15

- The Importance of Managing Poor Performance

11:15 - 11:30

- Barriers to Managing Poor Performance

11:30 - 11:45

- Skills for Managing Poor Performance

11:45 - 12:15

- Communication-Questioning Skills

12:15 - 13:00

- Communication-Active Listening Skills

13:00 - 14:00

- Lunch

14:00 - 14:30

- Delivering Feedback and Difficult Messages

14:30 - 15:15

- Successfully Setting Objective to Improve Performance

15:15 - 16:30

- Case Study/Practical

16:30

- Summary and Action Plans Agreed