

# WHO & WHY ?



For anyone responsible for managing others, and where there is a need to prevent poor performance or address it effectively.

# Managing Performance: Resolving Poor Performance

## Outcomes

- ✓ Clarity on what constitutes poor performance
- ✓ Identify and assess the main reasons for poor performance
- ✓ Minimise the likelihood of it occurring
- ✓ Assess whether exceptional performance is also an issue, and if so, know how to deal with it

## Content

- Case study: what would you do?
- is it poor performance? The PLUCKS checklist
- 4 main reasons for poor performance
- Can high performance be poor performance?
- Case work

## Learning Approaches

-  core learning input
-  case work
-  open discussion
-  your ideas & suggestions
-  paired & group activities
-  facilitator's ideas & suggestions
-  role play / simulation

 on site or  online

“

A real eye  
opener!”

Senior Manager,  
Merseytravel

”

