

WHO & WHY ?



Managing Poor Performance

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

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

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