

Positive Approaches to Resolving Performance and Conduct Problems

This performance management program teaches you the basic concepts of a performance management system and the means needed for building and implementing a performance strategy within your organization. This understanding empowers you to translate your strategy into actions that can be measured and monitored throughout your organization. Create ownership and accountability in your employees by giving them meaningful goals, develop credible measurements that impact results and have meaning for the employee and the organization, and when needed, follow a fair and objective plan for progressive discipline when performance problems haven't been solved through other means.

Audience: HR and Training Professionals

Prerequisites: None.

Number of Days: ½ day

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| <p>1. Finding and assessing performance problems
Recognizing the nonperformer or problem employee
Strategies for confronting problems early
Creating clear documentation and assessment of problem employees</p> | <p>4. Obtaining employee commitment to high quality performance
Recognizing “interferences” and how it can affect employee performance
Getting employees to buy into standards
Employing “buy-in” strategies
Identifying the demotivators that dissatisfy or demoralize your employees
Identifying what your employees want the most
Reinforcing and recognizing quality work</p> |
| <p>2. Conducting winning confrontation sessions
Identify the outcomes that you want for your nonperformer
Dealing with your own emotions when you confront employees
Approach confrontation without intimidation
Run a successful confrontation session</p> | <p>5. Discipline for positive results
Running a formal disciplinary session
How to talk to an employee who is failing
Creating a more positive discipline experience for you and your employee</p> |
| <p>3. Setting and communicating realistic standards
Develop standards for quantity, time cost and quality
Communicating clear standards
Assessing standards for effectiveness
Interpreting standard assessments and determining why standards aren't being met</p> | |