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## **Managing Continual Non-Performance**

### **Workshop Outcomes**

To develop the skills of removing barriers to performance, and identification of organisational and individual training needs for staff. Participants will examine the warning and disciplinary process for managing continual non-performance.

### **Audience**

All who have direct responsibility for staff.

### **Content**

- Determining organisational and individual needs
- Identification of barriers to performance
- Corrective performance feedback
- Corrective behavioural feedback
- Development of action plan and strategies for performance improvement
- Disciplinary procedures
- Conducting disciplinary interviews
- Managing conflict
- Negotiating difficult situations

### **Process**

This programme covers the principles of managing non-performance and examines correct procedure to follow in serious non-performance situations.

Case studies will be used and applied to real life situations facing participants.

### **Duration:**

2 days

### **Venue:**

One large training room and two small break out rooms.