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Managing Non-Performance

Workshop Outcomes

To develop coaching skills enabling managers to formally coach staff in managing their performance.
To apply the disciplinary process and demonstrate effective communication and feedback skills.

Audience

People who have direct responsibility for staff. As a pre-requisite to this workshop, participants must have completed the Communication Skills training.

Participant numbers: 10 (max)

Content

- Leadership
 - Recognising Consequences
 - Describing Favourable Consequences
 - Describing Desired and Undesired Performances
 - Devising Favourable Consequences
 - Modelling
 - Developing a Performance Management Programme
- Feedback
 - Giving Corrective Behavioural Feedback
 - Giving Positive Feedback
 - Giving Corrective Performance Feedback
- Coaching
 - The Coaching Process
 - Conducting a Coaching Session
- The Disciplinary Process
 - Natural Justice/Procedural Fairness
 - Investigation
 - Warning Process
 - Dismissal
 - Unjustified Dismissal
 - Relevant Legislation

Process

An intensive skills-based programme, involving video analysis and feedback on individual coaching and communication skills. Participants will also manage a situation involving allegations surrounding serious misconduct.

Duration:

3 day workshop, with approximately 4 hours pre-work.

Venue:

One large and two small training rooms