



MANAGING POOR WORK PERFORMANCE (1 DAY)

A Specialised Kwelanga Training Programme

INTRODUCTION

This programme will equip managers to effectively resolve poor work performance incapacity and ill-health or injury incapacity as well as work performance problems stemming from misconduct. Delegates will learn to determine whether they are dealing with misconduct or incapacity and then which procedure to follow to address the issues correctly.

REFERENCES

“The facilitator has an excellent manner which wasn’t boring! Thank you.” ~ Lynn Chaimier (Thebe)

“I enjoyed the interaction with the facilitator and other delegates. Mostly enjoyed analogies used during the course.” ~ Edson Shelembe (Givaudan)

“I enjoyed interacting with all involved, learning and sharing ideas.” ~ Alan Coolee (Sealed Air)

“The hospitality and the fact that the facilitator can make it easy for me to fully understand the course and made a positive impact, which I can instil to others.” ~ Cleopatra Masega (Huawei Technologies)

WHAT THIS COURSE CAN DO FOR YOU...

- Identify the difference between misconduct and incapacity
- Learn how to proactively determine and communicate work performance standards
- Techniques for giving work performance feedback
- The know-how to conduct a performance counselling session
- Learn how to investigate and manage an ill-health or injury incapacity case
- Learn how to prepare for and participate in a pre-dismissal incapacity inquiry
- Understand the relevance of factors such as seniority, qualifications, and job complexity when addressing poor work performance
- Learn how to manage the performance of probationary employees
- Understand the Code of Good Practice guidelines for dealing with HIV & AIDS and alcohol & drug dependence incapacity
- Learn how to manage and control absenteeism and sick leave abuse
- Learn how to deal with tricky situations such as an employee’s incompatibility or incarceration

TARGET AUDIENCE

The workshop will empower all individuals who may have to prepare for and deal with poor work performance caused by incapacity or misconduct. The tools and skills learnt will enable delegates to confidently handle the procedural and substantive fairness challenges posed by work performance shortcomings whether employees involved are at fault or not.

COURSE CONTENT

Managing Poor Work Performance

- Setting performance standards
- Monitoring work performance
- Conducting a work performance counselling meeting
- Following-up after performance counselling
- Issuing a final warning
- A poor work performance enquiry
- Considerations relevant to seniority, guaranteed skills and probation

Managing Ill-health or Injury Incapacity in the Workplace

- Definition of ill-health or injury incapacity
- Guiding principles in managing ill health or injury incapacity
- Procedural steps and substantive considerations in addressing incapacity
- Incapacity procedures versus medical boarding
- HIV & AIDS in the workplace
- Alcohol & drug dependence
- Managing absenteeism when sick leave is abused
- The special cases of incompatibility and incarceration

Personal Accountability & Commitment Plan

TRAINING APPROACH

The primary objective of our training is to ensure that the knowledge acquired is applied successfully, adding real value and **making a visible difference to work performance** in the business environment. The courses have a strong focus on an outcomes based approach and are facilitated on a highly interactive basis encouraging active delegate participation using:

- Role-plays
- Break-away sessions
- Relevant business exercises
- Presentations
- Demonstrations
- Questionnaires
- Discussion activities and
- Case studies

High emphasis is placed on learning through ‘doing’ where learners are presented with real life and workplace case studies ensuring delegates develop knowledge and confidence to take their enhanced skills back into the business environment and apply them successfully. The group leaders are trained to create a comfortable atmosphere where delegates can evaluate themselves and their skills, generate ideas and solutions to problems and plan suitable growth in the workplace.

POST COURSE ASSISTANCE

“Contact the Coach” – Bridging Learning for Business Results

We offer a continued learning relationship providing **FREE** access to post course support to embed the knowledge gained. Our advisors are subject matter experts in each area of specialisation.

Delegates can “Contact the Coach” for support, information or assistance with additional questions regarding the application of theory covered during the course.



Personal Accountability & Commitment Plan

Kwelanga is determined to promote and encourage accountability and behaviour change once delegates return to the work place. A Personal Accountability & Commitment Plan is therefore included in each course presented.

Facilitators will guide delegates through the recording of action plan items and will encourage them to show their Personal Post Course Accountability & Commitment Plan to their up-line on their return to work so accountability is created. This tool will also be useful for monthly one-on-one development discussions.

KWELANGA BUSINESS & EXECUTIVE COACHING

Kwelanga Training now offers coaching on a one-to-one or team coaching basis. Issues covered are chosen by the organisation or the individual to ensure maximum focus is given to achieve measurable outcomes.

Coaching provided by certified professional business and executive coaches is key in transforming management and support staff’s excellent performance to peak performance.

For further details contact:

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