

# CORRECTING PERFORMANCE PROBLEMS

## COURSE OVERVIEW

This unit provides modeling and practice in how to hold discussions with employees about unacceptable performance. It focuses on discussions that are necessary after less formal feedback and coaching have failed to result in a turnaround. The unit provides a process that leaders can use to get an individual's performance back on track and to build motivation for continual improvement.

## **LEARNING OBJECTIVES**

- Recognize why leaders delay correcting poor performance and what the costs of delaying action are.
- Identify performance situations in which to take action.
- Explain how thorough preparation lays the groundwork for a constructive discussion about performance and describe what goes into thorough preparation.
- Successfully use the Key Actions to conduct a discussion about the need to improve performance.

## **KEY ACTIONS**

- Prepare for a focused discussion of the problem.
- State the need for improved performance.
- Mutually assess the situation.
- If appropriate, explain any steps you plan to take and why.
- Help the person identify possible actions.
- Agree on a plan and a date for follow-up.
- Offer your support.

## **TYPICAL TIME INVESTMENT**

Time commitment varies. Please discuss with your Partnership Development Manager.