



# Managing Performance, Behaviours and Attitudes<sup>®</sup>

## Professional Development Seminar

### LEARNING OUTCOMES

- HOW TO DEAL WITH PEOPLE WHO DON'T WANT TO CHANGE OR DEVELOP
- UNDERSTANDING THE REASONS BEHIND THE OUTWARD MANIFESTATION OF PERFORMANCE OR BEHAVIOURAL ISSUES
- BUILDING SPECIFIC AND MEASURABLE STRATEGIES TO IMPROVE AN EMPLOYEES PERFORMANCE
- EXPLORE PERSONALITY DIFFERENCES AND HOW TO MANAGE RELATIONAL OR BEHAVIOURAL "CLASHES"

Poor employee performance can be often difficult to define because circumstances and individuals differ.

A useful definition is: *"The continuing failure of an individual to meet the requirements of his/her job, including meeting agreed targets or providing a satisfactory service"; or, "regular below-par performance on the part of an individual that adversely affects his or her own ability, and/or that of others, to do their work adequately."*

Most of us are forced to deal with difficult people; sometimes daily. Whether within our department, or in other areas of the organisation, we need to recognise difficult personality types and how to deal with them effectively. Does your organisation ever have to deal with team members performing less than expected? Or with staff who have attitude or behavioural problems? To figure out what's causing an employee performance issue and hopefully turn around the unacceptable behaviour, you have to get to the root of the problem. But let's be honest; dealing with poor employee performance and behaviour can be challenging for many managers, team leaders and supervisors at the best of times.

For any team member to perform at their best, four essential conditions must be present:

1. An awareness of what action and outcomes are needed.
2. The ability to do it.
3. The resources to do it.
4. The motivation to do it.

If you ever dreaded or put off confronting people because you were not sure what to say, the one-day *Managing Performance, Behaviour and Attitudes<sup>®</sup>* program will help you. Over one day participants will discover the practical keys for turning an average or possibly under-performing staff members into motivated and focused members of their teams.

- ✓ Understand the reasons why employees who could perform don't.
- ✓ Take control of your toughest performance and attitude problems, confidently and correctly.
- ✓ Conduct performance reviews that bring the positive behaviour you expect.



# Seminar Overview

# What's Included

## SESSION OUTLINE

(One-Day Program 8:30 – 5:00pm)

### Module 1:

- The cost of behavioural and performance issues in the workplace.
- Recognise the early warning signs of poor behaviour
- An introduction to understanding human behaviour
- Why employees act the way they do

### Module 2:

- "Where's the problem?" A powerful self-analysis that gives you an unbiased view of the current or potential problems confronting you and your team.
- Case Study: First, break all the rules. The groundbreaking, 20 year survey of peak performance in workplaces around the world examined
- An overview of the entire performance appraisal and performance management process
- How and where to gather documentation to confirm a team member's performance

### Module 3:

- The essential guidelines for developing an effective written appraisal
- Creating an Individual Development Plan (IDP)
- The most common review session mistakes and how to avoid them
- How to set the right tone for your meeting with strategies to communicate openly and effectively
- Using Situational Management. How to bring the best out in every team member by modifying your management and leadership styles and methods

### Module 4:

- Performance Management: Dealing with discipline
- The practical, straightforward solutions for taking corrective action when performance is below par
- How to turn around performance by getting team members involved in taking responsibility
- When all else fails
- How to prepare for the departure of an employee
- Doing it the right way
- Rewards and recognition
- How to create a motivating workplace environment that encourages high performance and employee contributions



## EACH PARTICIPANT RECEIVES

Each participant receives a professionally produced, training manual and reference material. In addition, participants receive a password to online e-learning and reference material (where they can access audio coaching files, white papers, posters, and other training materials).

## FREE eCOACHING FOR ALL PARTICIPANTS

To help participants implement all they have learnt at this powerful seminar, they'll also receive access to a 6 month e-Coaching program free!

This unique coaching program starts 14 days after the training.



At the comfort of their desk and at a time which suits them, participants enjoy these eCoaching sessions, as they reinforce all that has been learnt at this development program.

## CERTIFICATE OF ACCOMPLISHMENT

Each participant also receives a customised "Certificate of Accomplishment", to be framed and displayed at their office or home.



## CONTACTING US

P.O Box 2124, Prahran  
Melbourne VIC 3181  
P: 1300-881-891  
P: (03) 9533-9533  
E: mail@success.net.au  
W: www.success.net.au

