

COURSE CONTENT

MANAGING POOR PERFORMERS – RESOLVING MANAGERS' DILEMMA

- Performance Enhancement Process
- Poor performance - the Legal Perspective
- The 3 key requirements in any poor performance case
- Performance Improvement Plan (PIP)
- Overview of a performance improvement plan (PIP) process
- Coaching & Counselling for Performance Improvement
- What constitutes misconduct
- Criminal offences committed in company premises
- Misconducts committed “within” and
- The progressive disciplinary process
- Malingering
- Sleeping on duty