

Managing unacceptable employee behaviour

Duration:

One day

Objective

The aim of this course is to enable delegates to protect themselves and their organisation from grievance and legal disputes which could damage the reputation, operations and possibly profitability of their business.

Contents

By the end of this course each delegate will be able to;

Describe the seven types of difficult employees

Identify different styles of leadership and understand when to apply them

Identify the root causes of performance shortfall

Explain how to measure poor performance objectively

Establish a system for dealing with poor performance, misconduct and gross misconduct

Describe when to take corrective or punitive action

Describe the proper procedures for dealing with employees who are off sick

Demonstrate how to change behaviour using a counselling style of communication

Prepare for and conduct a performance review meeting

Demonstrate the coaching cycle

Describe what actions amount to gross misconduct

Draft a proper disciplinary procedure for their business

Describe the fair grounds for dismissal

Explain the legal obligations when terminating employment

Create warning letters and letters of dismissal

Describe the motivational and legal risks associated with failure to discipline properly

Who should attend

This course is ideal for Team Leaders, Managers and Supervisors who have direct responsibility for staff and wish to manage and be seen to manage an environment where standards of performance and conduct are understood and respected.

Course benefits

This programme has been designed to provide managers and team leaders with effective tools and techniques to manage difficult employees in a professional and legitimate manner.

Additional information

Through the inclusion of role play delegates will become involved in demonstrating challenging interview scenarios.

Certificates

All delegates who successfully complete this course will receive a certificate of attendance.

Trainers background

The trainer for this course is a Fellow of the Chartered Institute of Personnel Development and holds a variety of coaching and NLP (Neuro Linguistic Programming) qualifications which she uses in performance coaching, stress and change management. She is especially well-suited to training programmes which involve problem solving, both with people and situations, and issues relating to human resource management.