

## MASTERCLASS SERIES

### Managing Team Performance – Day 2

#### Overview

This interactive program will provide participants with the skills, tips and tools to implement a Performance Management System within their business / team.

Participants will continue to explore key elements of a performance management system specifically focusing on informal and formal processes to address non-performance.

Participants will also gain an insight into legal considerations and potential consequences of unmanaged performance issues.

#### Designed for

Business Owners, Managers or Supervisors

**Program Duration:** Half day (9am to 1pm)

**Max Participants:** 6

**Investment:** \$295.00 plus GST

#### Content

Topics addressed include:

##### Informal Processes to Address Non-Performance;

- Setting yourself and your team up for success
- Preparing an informal meeting to discuss non-performance
- Problem solving and agreeing on the way forward
- Documenting your meeting

##### Formal Processes to Address Non-Performance;

- Identifying when to move from informal to formal processes
- Processes related to formally managing non-performance
- Preparing a formal meeting to discuss non-performance
- Documenting an agreed way forward

##### Mitigating Unfair Dismissal;

- Small business fair dismissal code

#### Learning outcomes

At the conclusion of the workshop participants should:

- Understand the importance of setting themselves and their team up for success
- Understand the importance of implementing and adhering to a performance management system
- Be more confident when taking informal measures to address non-performance
- Have a greater understanding of the processes involved in formally managing non-performance
- Be able to prepare and deliver a formal discussion and articulate the consequences of ongoing non-performance
- Understand the importance of documenting all aspects of the process
- Understand steps to mitigate unfair dismissal claims