

# Managing Difficult Staffing Situations

## Training Description

This Managing Difficult Staffing Situations Course helps delegates understand the importance of managing poor performance and helps give delegates the confidence to manage day-to-day poor performance and behavioural problems within their team.

## The Course Suits

Any Manager, Team Leader or Supervisor wishing to gain skills in Managing Poor Performance and Behavioural Problems.

## Training Benefits

- Identify the different types of poor performance and behavioural problems.
- Understand the importance of managing poor performance and behavioural problems within the team.
- Understand and develop confidence in the skills required to manage poor performance and behavioural problems effectively.
- Practice poor performance management skills and develop an Action Plan.

## Course Timetable

09:30 - 10:00 Coffee, Introductions and Course Objectives

10:00 - 10:30 Identifying Poor Performance - Current Issues

10:30 - 11:15 The Importance of Managing Poor Performance

11:15 - 11:30 Barriers to Managing Poor Performance

11:30 - 11:45 Skills for Managing Poor Performance

11:45 - 12:15 Communication-Questioning Skills

12:15 - 13:00 Communication-Active Listening Skills

13:00 - 14:00 Lunch

14:00 - 14:30 Delivering Feedback and Difficult Messages

14:30 - 15:15 Successfully Setting Objective to Improve Performance

15:15 - 16:30 Case Study/Practical

16:30 Summary and Action Plans Agreed