

MANAGING POOR PERFORMANCE & UNACCEPTABLE EMPLOYEE BEHAVIOUR



TIME TO TAKE CONTROL

There is no doubt that sometimes the workplace can be challenging and frustrating. There are times when the behaviour of our colleagues, employees, managers and peers is simply unacceptable. The challenge is being able to handle these situations professionally and immediately.

When unacceptable behaviour is not addressed it sends a clear message that misbehaviour is OK. Workplaces need to ensure that unacceptable behaviour is challenged and managed effectively.

The vast majority of people want to come to work to do their job, enjoy the workplace and get along with their fellow employees and managers.

Which behaviours are prevalent in your workplace?

- | | | |
|--|--|---|
| <input type="checkbox"/> Lying | <input type="checkbox"/> Swearing | <input type="checkbox"/> Shadow Managing |
| <input type="checkbox"/> Rudeness | <input type="checkbox"/> Poor time keeping | <input type="checkbox"/> Poor work |
| <input type="checkbox"/> Employee apathy | <input type="checkbox"/> Bullying | <input type="checkbox"/> Poor workplace behaviour |
| <input type="checkbox"/> Backstabbing | <input type="checkbox"/> Innuendo | <input type="checkbox"/> Shouting |

Imagine the difference if you had no boxes to tick! Believe it or not some workplaces operate seamlessly where employees actually look forward to coming to work! When employees are engaged and feel valued they are more likely to contribute productively to the workplace and their work.

Case Study

Your organisation should have existing processes in place to manage unacceptable employee behaviour. However a recurring problem is that managers try and shortcut the process. Here is a commonplace scenario:

Manager: "Liam is absolutely useless. We need to get rid of him today. He is driving everyone nuts and since he started, the team has become dysfunctional"

HR: "That doesn't sound good, what conversations have you had with him?"

Manager: "None - I'm letting you know now. How about you get rid of him next week"

HR: "What have you done so far to manage the situation?"

Manager: "Nothing"

HR: "You need to manage it locally. Follow the process and if that doesn't work then please come back to me."

Manager: "But that's not fair, I don't have time. Isn't HR's job to look after the people stuff?"

HR: "It's also your job to manage your people. Our process is that you need to try and resolve these issues locally before coming to HR. That's the process. You'll find it's robust enough to help you but you need to try and manage it locally and get more involved. Please don't think you can simply dump the problem on HR. It simply doesn't work that way. I know this might be hard to believe but your understanding of the situation might be completely wrong. The process will help us discover what's really happening and will give us strategies to manage the situation"

If this sounds familiar then this course will certainly help participants to manage unacceptable employee behaviour.

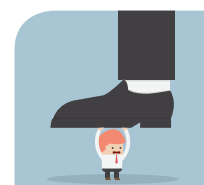
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"When employees are engaged and feel valued they are more likely to contribute productively to the workplace and their work."

The first step is to get rid of unacceptable behaviours by establishing a strong functional workplace culture. Current workplace studies indicate that you need seven good employees to counter the impact of an errant employee. In the current tight workplace conditions, you simply cannot afford poor workplace behaviour. This program will provide you with the tools and insights to better manage unacceptable behaviour whilst at the same time developing a positive workplace culture.

- Review your existing process
- Analyse current workplace behaviours
- Identify preferred workplace behaviours
- Develop practical workplace values
- Describe the impact of unacceptable workplace behaviour
- Develop strategies to manage unacceptable behaviours
- Illustrate the relationship between engagement and performance
- Differentiate between behaviour and the individual
- Explain how group dynamics impact positively and negatively on workplace behaviour and performance
- Discuss positive mental health opportunities for the workplace
- Learn how to use your strategic objectives to tackle unacceptable employee behaviour



The Nuts and Bolts

This program can be conducted as in house training at your offices.

Guidelines

- **Group Size:** An ideal group size is 6 - 14 participants.
- **Venue:** For your convenience, you can choose to conduct this program at your offices. Alternatively, we can provide a training venue at a small additional cost.
- **Duration:** This course can be adapted to your time frame
- **Cost:** Upon request.
- **Target Audience:** Supervisors, Team Leaders and Managers

Look at what you receive within 24 hours at no cost:

- a program outline
- training cost
- possible training dates (if requested)

Contact us today

Preferred Training Networks

Ph: 1300 323 752

E: mail@preftrain.com.au

W: www.preftrain.com.au