

Correcting Performance Problems

Course Length: 1 Day

Prerequisites: None

Course Content

Unit 1: Identifying Performance Problems

Students learn that there are two types of **attendance problems**, simple and complex. They learn about the various **effects** and **severity of** attendance problems. They learn that the **effects** have various **achievement problems**; such as **lowered morale**, **copycat effect** and **damaged reputation**. In addition, they learn about the severity of achievement problems. Lastly, they learn about the types of **conduct problems** including its **effects** and **severity**; for example, the **virus effect** and **damaged reputation**.

Topic A: Attendance problems

Topic B: Achievement problems

Topic C: Conduct problems

Unit 2: Investigating Performance Problems

In this unit, students learn about some general **guidelines** to follow while interviewing an employee. They learn that by being **sensitive**, **open-minded**, **understanding**, and **respectful**, one can retain the focus on the cause of a problem. They learn that the role of an **HR representative** during a meeting is to provide an objective overview of the situation. Next, they learn about the **investigation aspects** that are unique for attendance, achievement, and conduct problems. They learn how to deal with employees who give various **excuses** for their attendance problems. Then, they learn how to analyze the **circumstances** that cause achievement problems and about some specialized **techniques** for investigating conduct problems.

Topic A: General guidelines

Topic B: Performance issues

Unit 3: Providing Feedback to Employees

Students learn about the steps to be taken to prepare for addressing a performance problem via a **feedback session**. They learn that thorough **investigation** and **planning** is needed before conducting the actual feedback session. They learn that some specific **guidelines** should be kept in mind while addressing an employee with a performance problem. They also learn how to conduct a constructive **feedback session** with the employee and that they should not single out any one person when providing **group feedback**.

Topic A: Addressing performance problems

Topic B: Conducting feedback sessions

If you have any questions about this course, please call CompuTrain at (713) 349-9186.

Unit 4: Addressing Behavioral Problems

Students learn how to take the right approach before proceeding to explaining the **impact of problem behavior** to an employee. They learn how to explain the impact of an employee's problem behavior on an organization, other employees, and the concerned employee. They understand how to direct the employee to acknowledge and then eliminate the impact by **accepting the solution** generated out of the meeting. They learn that **responding correctly** to various types of **employee reactions** determines the success of a feedback meeting. Finally, they learn that by following the **correct process** of responding, they can avoid alienating the employee or reacting too quickly during the feedback meeting.

Topic A: Impact of problem behavior

Topic B: Responding to employee reactions

Unit 5: Disciplining Employees

The steps and guidelines to prepare for an **employee disciplinary meeting** are covered. Students understand how to ask questions to determine **sufficient cause**, gather **evidence**, and identify the reasons why they might want to include a **third party**. Next, students learn about the **steps** and **guidelines** to follow when conducting an **employee disciplinary** meeting. They learn about the **pitfalls** to avoid during a disciplinary meeting and how to keep a disciplinary meeting productive and smooth by following a definite procedure. They learn that the primary agenda for the **follow-up meeting** is to check up with the **progress** of the employee after a disciplinary meeting. They learn about the importance of **monitoring** and the importance of **documentation**. Finally, they learn to check whether the solution suggested during the disciplinary meeting was implemented successfully and if any alternative course of action is necessary by gathering the employee's **feedback**.

Topic A: Preparing to discipline the employee

Topic B: Conducting a disciplinary meeting

Topic C: Follow-up with the employee