



Performance Management

Elevated Skills

Course Description

This workshop explores some of the more challenging situations managers face in performance management. These challenges include how to deal with an employee who is underperforming, how to handle conflict between members of your team, and how to hire and fire someone on your team. These topics aren't always fun or easy, but we are confident that preparing for these situations will help develop a holistic approach to managing teams for performance and development.

Course Outline

- Understanding performance
- How to have course correction conversations
- How to create an effective PIP
- Mediation in three steps
- Leading your team through change with honesty, credibility, clarity, and hope

Outcomes

- What to do when a direct report is underperforming
- Mediating conflict on your team
- Leading your team through change