

Performance Improvement Planning (PIP) (1 day)

INTRODUCTION

A properly designed and effective performance management process will include a range of techniques from objective setting, reviewing and monitoring performance, effective performance feedback, training and development including for example, individual development plans and reward.

This course will introduce participants to Performance Improvement Planning (PIP). Performance Improvement Planning is designed to facilitate constructive discussion between a staff member and his or her supervisor and to clarify the work performance to be improved. It is implemented, at the discretion of the supervisor, when it becomes necessary to help a staff member improve his or her performance.

This course is focused on both the theoretical and the practical. There will be a practical skills workshop conducted where what has been learnt will be put into practice.

COURSE OBJECTIVES

At the completion of this course participants should be able to:

- Manage people more effectively
- Communicate effectively with all employees, managers and clients
- Deal with poor performance and conduct a work-performance interview
- Understand how to deal with 'employee traps'
- Use positive reinforcement to strengthen good performance

COURSE CONTENT

In this practical and current one-day course supervisors and managers will learn:

- Why a previously well-performing employee can stop performing
- How to effectively improve the performance of team members
- Ways to manage challenging behaviours
- The best ways to handle employee responses to performance management
- Practical skills for interviewing employees with performance problems

COURSE INSTRUCTOR

Tony Buon Dip. Wel., B.A (Psych), M.A (Hons) M. Litt (equiv) Dip Med, Grad Edu, CEAP, Cert.Med, MMII

Tony is a very experienced workplace psychologist, coach and published author. He is a Certified Employee Assistance Professional (CEAP) and a Certified Mediator (MII). Tony has over thirty years' experience working with some of the world's leading organisations in over 30 countries.

Tony holds graduate and post-graduate degrees in psychology, behavioural sciences, and workplace education. Tony has taught Leadership, Psychology and Human Resources Management up to Master's Level in Universities and Colleges in Australia and the UK and has also taught on an accredited M.B.A. programme.

He has worked with a number of leading organisations including 3M, ABB, Accor, ADCO, Atos, AXA, BP, BUPA, CIC, CNPC, Chevron Texaco, Coca-Cola, Continental Tyres, CSR, Diageo, Scottish Police College, Shell, Sonatrach, Sydney 2000 Olympic Games, Talisman, Technip and University College London.