

Managing performance capability

A 90-minute webinar

Overview

This webinar focuses on how to manage performance capability issues effectively.

The emphasis is on the use of a structured approach, with problems identified early and managed positively and proactively.

The session builds knowledge and confidence in handling these issues objectively, fairly and appropriately in line with internal policies / procedures, best practice and legal requirements.

This webinar can be complemented by separate sessions on '[Managing conduct](#)' and '[Managing ill-health and sickness](#)'.

Learning objectives

- Recognise performance issues at an early stage
- Work with the employee to identify underlying reasons
- Know how to manage capability issues informally, providing all reasonable support
- Manage capability formally in line with policies and procedures
- Understand the manager's role and sources of support, eg, HR
- Appreciate the employment law issues involved

Audience

Anyone in an organisation of any sort with responsibility for managing staff – or with responsibility for advising managers.

- HR professionals
- Line managers

Special feature

This programme can be tailored to particular settings.

Expert trainer

This programme is delivered by **Rachel Hicks**, our lead trainer in this area. See her profile [here](#).

Webinar outline

1 Welcome, agenda, overview

- Objectives and agenda

2 Identifying performance capability issues

- Understanding what constitutes performance capability
- Recognising performance issues early
- The impact of poor performance
- Standards, evidence and getting to underlying reasons

3 Managing capability

- Setting employees up for success
- Providing 'reasonable' management support

4 Informal action

- Taking effective informal action
- Use of performance improvement plans
- Performance standards and reviews

5 Formal action

- Formal stages of action and potential outcomes
- Dismissal
- Right of appeal

6 Employment law

- Unfair dismissal – the test of reasonableness
- Discrimination law

7 A case study

- Taking appropriate action
- Challenging situations

8 Action plans and next steps

For a no-obligation discussion about running this session for your organisation on an in-house basis, just give us a call on **01582 463462**.