

Correcting Performance Problems™

Purpose

The purpose of this module is to help participants address recurring or serious performance problems and get an individual's performance back on track.

Process

During the module, participants complete a variety of individual and group activities, skills practices, video segments, and large group discussions that explore the following topics:

- The results of not addressing poor performance
- When to conduct conversations about poor performance
- Key actions for correcting performance problems
- Planning conversations for correcting performance problems
- Practicing conversations for correcting performance problems
- Action planning

Payoff

At the end of the module, participants will be able to:

- Recognize why leaders delay correcting poor performance.
- Describe the consequences of delaying action to correct poor performance.
- Identify performance situations that warrant corrective action.
- Explain the benefits of collecting background information prior to a discussion about poor performance.
- Demonstrate a set of key actions for correcting performance problems.
- Conduct focused conversations about poor performance that result in action toward improvement.

Key Content

The Key Actions for Correcting Performance Problems

1. Collect background information.
2. Describe the performance problem.
3. Mutually assess the situation.
4. Agree on an action plan.
5. Offer support.

Typical Time Investment

Time commitment Varies. Please discuss with your certified AchieveGlobal facilitator, or the authorized Distribution Partner. (4 Hours)



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Authorized AchieveGlobal Distribution Partner:

Contact: **Lisa Jean Smith**

507-793-2879 or 612-419-0571

learningjourney@roundlk.net