



Improving Performance

Essential HR and Employment Law Training



Introduction

This course focuses on organisational performance and the most common people issues associated with improving it. The workshop-based approach coupled with practical advice which has proven successful in a number of businesses will give delegates the knowledge and confidence to deal with sometimes tricky people management situations.



Course Duration

SSG offer this training as a one-day course.



Who Should Attend

This course is suitable for SME owners, directors, senior managers, developing businesses, team leaders and supervisors.



Course Programme

- Recruiting the right people
- Performance management
- Attendance management
- Managing change

On completion of the course delegates will be able to:

- Identify characteristics of good performance
- Formulate SMART objectives
- Plan a recruitment process from start to finish
- Take away tips and tricks on how to interview more successfully (and lawfully)
- Appreciate the difference between conduct and capability
- Identify different performance management techniques
- Confidently conduct a performance management review



- Understand different categories of absence
- Establish principles of their own attendance management procedure
- Have gained insight into managing more challenging absence situations



Certification and Assessment

Attendance certificates will be issued after course completion and are valid for 3 years. It is recommended that certification is renewed every three years to ensure that those persons responsible are kept up to date with best practices.



Suggested Follow on and Complementary Courses

- Ensuring Compliance
- Inspiring Leaders
- Overcoming Challenges