



Managing Capability

Aims

This course will equip delegates with the knowledge and tools required to manage the capability of their team (opposed to disciplinary) and improve all round performance.

Objectives

By the end of this course you will be able to;

- Define the performance management process
- Understand the role of the manager in performance management
- Identify methods of preventing poor performance
- Manage the poor performer using appropriate procedures
- Construct and run a Capability Hearing
- Be able to identify what is 'performance' and what is 'discipline'
- Write a sample capability procedure
- Implement a capability procedure

Who Should Attend

Any manager / supervisor who manage people and their performance.

Duration 1 Day