Leadership

Handling Employee Performance Problems and Terminations

Course Code: LD502

Supervisors, managers, and executives all experience challenges in handling performance problems and terminations of those that work for us. This course will teach participants how to face performance problems early and directly and how to communicate with employees professionally while motivating improved performance in those they manage. Participants will role-play counseling and termination interviews to prepare to take these actions when necessary with an employee in their area of responsibility. Increasing skill and comfort with these difficult tasks is a very important aspect of handling these circumstances professionally for the employee and the supervisor.

Learning Objectives

- Identify performance problems early
- Communicate performance problems effectively & professionally
- Motivate improved performance with employees
- Follow organization policies and protocol
- Document counseling conversations
- Role-play a counseling interview
- Prepare and deliver a termination interview
- Address terminations professionally with staff after the termination is complete

Topics & Content

- Personality styles and effect on communication (DISC)
- Transformational versus Transactional Leadership Styles
- Conversations raising performance problems
- Fear of conducting reviews
- Documentation of performance problem
- Role play counseling scenarios
- Decision to terminate considerations
- Role play termination interviews
- After the termination; handling others around you

Course Information

Duration
  1 day
Audience
  This course is designed for executives, managers and supervisors in the private or public workforce that are responsible for employee performance
Accreditations
  PMI: 7 PDUs
  NASBA: 8 CPEs
  OPM: 7 CLPs
  OPM Competency:
  Human Capital Management

*Instructor certified in DISC by Take Flight Learning

"Provided a good refresher of communication and listening techniques, and provided managing techniques as well. A good 'sharpen the saw' class."