

# MANAGING POOR PERFORMANCE

Non-Credit Bearing

## ***Ensuring fairness and compliance in managing performance to enhance productivity***

Managing poor performance is a critical responsibility for any organisation that seeks to maintain productivity, employee engagement, and operational efficiency. Without clear guidelines, under-performance can negatively impact workplace morale, customer satisfaction, and overall business success.

This course provides a structured approach to managing poor performance fairly and effectively, in line with labour legislation and best practices. Participants will learn how to identify and address performance concerns, distinguish poor performance from misconduct, and apply procedural and substantive fairness to ensure compliance with the Labour Relations Act. Through practical discussions and case studies, managers will gain confidence in implementing performance improvement plans (PIPs) and handling performance-related dismissals with professionalism.

### **WHO SHOULD ATTEND**

- Supervisors, line managers, and business owners responsible for managing employees
- HR professionals involved in employee performance management and compliance
- Anyone responsible for ensuring adherence to labour legislation and fair workplace practices

### **HOW YOU WILL BENEFIT**

- Understand the causes and effects of poor performance and how to address them proactively
- Apply fair and compliant poor performance processes aligned with the Labour Relations Act
- Learn how to differentiate between misconduct and poor performance
- Gain confidence in conducting performance discussions and improvement plans (PIPs)
- Ensure fairness and effectiveness when handling dismissals related to performance issues

*One-day course 08:30 - 16:00*

*Tel: (031) 267 1229*

*[sales@kznbtcc.co.za](mailto:sales@kznbtcc.co.za) / [www.kznbusinessstraining.co.za](http://www.kznbusinessstraining.co.za)*

## **WHAT WILL BE COVERED**

### **Understanding poor performance**

- Defining poor performance and its impact on the workplace
- Common causes of under-performance in employees
- The role and responsibilities of managers in managing performance

### **Understanding the Labour Relations Act – Code of Good Practice**

- The distinction between misconduct and poor performance
- Procedural and substantive fairness: What they mean in the poor performance process
- Guidelines for managing incapacity due to poor performance, ill health, or injury
- Legal considerations for dismissals related to underperformance

### **Process for managing poor performance**

- Understanding the poor performance road map
- Steps to follow when implementing poor performance procedures:
  - The initial meeting: setting expectations and identifying gaps
  - Follow-up meetings: monitoring progress and providing support
  - Final meeting: addressing non-improvement and determining next steps
- 10 key strategies for conducting effective performance discussions
- The importance of Performance Improvement Plans (PIPs) and how to use them
- How to proceed if performance does not improve despite interventions