

# CENTRE FOR ACHIEVEMENT

## Confidently Manage Unacceptable Staff Behaviour And Poor Performance

Develop and sharpen lifetime skills for effectively leading, coaching, and motivating staff

### Who would benefit from attending:

Managers  
Supervisors  
Team Leaders  
Project team leaders  
Aspiring Managers, supervisors, team leaders  
Business Owners  
Experienced Managers wanting to refresh their skills



## Seminar Outcomes

- DEVELOP AND STRENGTHEN** critical leadership ability
- POSITIVELY ENGAGE** with each and every team member
- CONFIDENTLY DELIVER** constructive feedback to team members
- LEAD AND MOTIVATE** your team for maximum performance
- COMMAND CREDIBILITY** and respect when communicating
- HARNESS** your productivity and that of your team

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*In just one day participants will learn powerful leadership skills. This intensive, hands-on workshop offers cutting edge training and insights into what makes an effective results-driven leader.*

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## Your Next Steps

Want to know more? Contact us today for a confidential chat.  
**Phone:** 03 9440 7788    **Email:** [admin@centreforachievement.com](mailto:admin@centreforachievement.com)

# Program Outline

## WELCOME TO MANAGEMENT

- Traps that new middle managers fall into
- Your roles and responsibilities as a manager
- Build the relationship with your staff
- What employees want and need from you
- Effective performance management
- Your crucial management tool
- Reviews that engage

## CRITICAL LEADERSHIP SKILLS

- Practices of good leadership
- Boss versus leader mentality
- Qualities that make a great leader
- The importance of empowerment
- Understand and work with, not against, personality styles
- Your leadership style
- Are you a role model?

## IDENTIFY THE ROOT CAUSE

- Taking action with the most common types of difficult workers
- Warning signs that a performance problem is developing
- The naysayer
- The cyclical person
- The loner
- The whiner
- The blameless employee
- The antagonist
- The hand holder
- The absentee
- The 'rarely on time' staff member

## EFFECTIVELY MANAGE POOR PERFORMANCE

- Secrets to being approachable
- The fine line between friendship and being friendly
- Unacceptable behaviour and poor performance
- Am I part of the problem?
- Master the art of giving constructive feedback
- Why performance improvement plans often fail
- Effectively and diplomatically get your point across
- Common management coaching failures

## STAFF MOTIVATION: BOOSTING EMPLOYEE MORALE AND PERFORMANCE

- Establishing a positive work culture
- What's in it for me?
- Sure-fire ways to kill staff motivation
- Inspiring your team for peak performance
- Recognition that does not work
- The power of praise
- Low cost ways to reward employees

## POWERFUL COMMUNICATION

- Clear communication
- Powerful listening techniques that build communication
- Power questions for your performance improvement meeting
- Emotionally charged statements that MUST be avoided
- Common pitfalls that you must not indulge in
- Couching your words for maximum impact
- The importance of power words and power phrases
- Undesirable staff behaviour? This technique can work wonders

## YOUR ACTION PLAN

- Create your action plan to confidently lead, coach, and motivate staff