



MANAGING UNSATISFACTORY EMPLOYEE PERFORMANCE TRAINING

ONSITE TRAINING

Who should attend – This Workshop is designed for Managers, Supervisors and Team Leaders to assist them in identifying and how to deal with employees' unsatisfactory performance in the workplace.

Topics covered:

All sessions can be tailored to suit your organisation's needs!

- **Managing Unsatisfactory Employee Performance**
 - **Identifying the problem**
 - **Devising a strategy and taking appropriate action**
 - **How to conduct counselling sessions and an adequate investigation**
 - **Manager's Responsibilities**
 - **When to move to a disciplinary procedure**
 - **Importance of documentation**

Outcome:

By the end of the session attendees will have gained an understanding of the factors contributing to unsatisfactory employee performance, how to conduct performance interviews and investigations, and how failure to manage these processes correctly, impedes on business performance.

All sessions are interactive and will include workbook and handouts will be provided

Training Date: Date can be selected to suit your organisation's requirements
Allow 3 hours per Training session

Venue: On Client Site

Cost: Members: Metro Area \$1400 (Plus GST) per session
Non Member: Metro Area \$1600 (Plus GST) per session
Regional Area - travel costs additional

Class Limit: 20 max

If you require further clarification please contact Barb or Carly on 8232 2820 or admin@pinnaclehr.com.au

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Booking Form

To book your session(s) for on-site training please complete the form below.
Then fax this form to PINNACLE HR on 8224 0107 or email to admin@pinnaclehr.com.au

Contact Name Position:

Organisation

Please tick: Member Non-Member

Street Address

Phone

Fax

Email

No of sessions required:

Preferred Date Time:.....am/pm

Estimate No of Participants per session

Preferred Date Time:.....am/pm

Estimate No of Participants per session

List any issues or topics you would like addressed in the session:

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I hereby understand and accept the Terms of Engagement:

.....
Signature Date

Cost: **Members:** Metro Area - \$1,400 (Plus GST) per session
Regional Area – Travel Expenses extra

Non-Members: Metro Area - \$1,600 (Plus GST) per session
Regional Area – Travel Expenses extra

PAYMENT

Payment can be made via cheque made out to PINNACLE HR or directly credited to National Bank, BSB 085 042, Account 639858737

PINNACLE HR TERMS OF ENGAGEMENT

CANCELLATION Policy

Cancellation of this training session must be received at our office in writing at least 3 working days before training is to commence. Failure to do so may result in your organisation being invoiced for costs already incurred by us relating to this training session.

GST

A GST of 10% will be applied to all relevant charges. PINNACLE HR is registered for GST purposes and our ABN is 54 507 165 001. PINNACLE HR is registered under the GST legislation and will provide you with a tax invoice to enable you to claim tax credits, as appropriate.

Billing

Our terms of payment are strictly 14 days from the issue date of the invoice and PINNACLE HR reserves the right to recover any outstanding amounts.