



Correcting Performance Problems

How You Will Benefit

In this course, students will:

- Learn that there are two types of **attendance problems**
- Learn about some general **guidelines** to follow while interviewing an employee
- Learn about the steps to be taken to prepare for addressing a performance problem via a **feedback session**
- Learn how to take the right approach before proceeding to explaining the **impact of problem behavior** to an employee
- Learn the steps and guidelines to prepare for an **employee disciplinary meeting**.

Course Content

Unit 1: Identifying Performance Problems

- Topic A:** Attendance problems
- Topic B:** Achievement problems
- Topic C:** Conduct problems

Unit 2: Investigating Performance Problems

- Topic A:** General guidelines
- Topic B:** Performance issues

Unit 3: Providing Feedback to Employees

- Topic A:** Addressing performance problems
- Topic B:** Conducting feedback sessions

Unit 4: Addressing Behavioral Problems

- Topic A:** Impact of problem behavior
- Topic B:** Responding to employee reactions

Unit 5: Disciplining Employees

- Topic A:** Preparing to discipline the employee
- Topic B:** Conducting a disciplinary meeting
- Topic C:** Follow-up with the employee