

Managing Poor Performance / Incapacity

Half Day Course

Module 1: Distinguishing misconduct and operational requirements from performance / incapacity

- Introduction
- Counselling procedures

Module 2: Factors that can be the direct or indirect cause of / or may contribute to poor performance

- Incarceration
- Legal Impediment
- Lack of training, qualifications, and experience
- Alcohol or drug addiction
- Outside or social influences
- Work related stress
- Incompatibility
- Incapacity due to ill health or injury

Module 3: Dismissals for incapacity – poor work performance

- Procedural and substantive fairness in dismissal
- Dismissal while on probation
- Dismissals for Incapacity – poor work performance – after probation
- Performance assessment and evaluation form for probation

Module 4: Performance assessment and evaluation

- Stage 1 – First discussion to determine the reason for poor performance
- Stage 2 – The employee did not correct performance after the stage 1 discussion.
- Stage 3 – Alternatives
- Stage 4 – Final stage

Module 5: Documents and guidelines

- Performance assessment and evaluation
- Assessment documentation
- Example of a notice of poor work performance meeting
- Minutes of poor work performance inquiry (guideline)

Module 6: Employees working from home

- The current position and guidelines with regards to poor performance for employees working from home

Purpose of the course:

To explain the difference between incapacity and misconduct and to provide a better understanding of incapacity as a no fault dismissal. Also, to explain the procedure to be followed before dismissing an employee for incapacity.

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The course will be useful for:

- HR managers
- Line managers
- Managers responsible for the performance and discipline of employees
- Union representatives

Upon completion of the course delegates will be able to:

- manage poor performance in the workplace
- differentiate between poor performance and disciplinary procedures
- conduct counselling procedures / sessions

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