

The Performance Group

The following brands are all trading names of The Performance Group Limited

Human Performance HR Performance Recruit Performance Retail Performance World Wide Web Performance Printing Performance

Human Performance

MSCC15 – Respond to poor performance in the team. There is an additional complimentary workshop - **Managing Grievance Procedures** - which focuses on the grievance aspect of managing staff performance and which ideally should be delivered in conjunction with this workshop.

Target Audience

- The **Managing Discipline at Work** workshop is designed for anyone that has - or will have shortly - line management responsibility for other employees and needs to pro-actively manage performance in the team and correctly utilise their organisations disciplinary procedures. No previous qualifications or experience are required to gain access to this workshop.

Programme Overview

- The **Managing Discipline at Work** workshop is a highly participative and practical workshop that will enable all delegates to develop their skills to **National Occupational Standards** in the unit “responding to poor performance in the team” and which will allow delegates to assist team members who are having problems which is affecting their performance and to be able to, where necessary, contribute to implementing disciplinary procedures professionally and safely.
- Throughout the workshop individual review, reflection, practical exercises and group work are utilised to develop a clear understanding of the statutory requirements for dispute resolution. All delegates receive a detailed workshop manual and a back to work action plan designed to encourage use of the new knowledge to assist in developing competence.

Programme Aims

- This **Managing Discipline at Work** workshop aims to develop each delegates understanding of the October 1st Dispute Resolution Regulations. They will learn how to use their organisations disciplinary procedures correctly, safely and legally to ensure that they do not unduly expose the company to an increased risk of an Employment Tribunal claim. The over-riding principle of the workshop will be focused on ensuring that all employees are treated fairly by line managers who are confident with using disciplinary procedures - with the emphasis on natural justice.

Programme Objectives

- Delegates will be introduced to the statutory 2004 Dispute Resolution Regulations that underpin dispute resolution and the benefits of having disciplinary procedures for the employee and line manager. They will learn how to use “informal action” proactively to reduce the incidences of having to rely on formal disciplinary action.
- Next, delegates will learn why formal disciplinary action needs to be taken and how to prepare for conducting a hearing, as well as the correct way to notify the employee of a disciplinary hearing which covers step one of the three step statutory procedure.
- Moving on to conducting the disciplinary hearing, delegates will discover the key stages of the hearing and how to behave at each stage, as well as how to cope with some of the most common problems encountered. Candidates will then be able to identify the six penalties available to them and when to use these appropriately.

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Programme Objectives continued...

- Finally, the programme concludes with how to communicate the outcome of the disciplinary hearing, thereby meeting step two of the statutory procedure and how they should deal with and manage any appeal - step three of the three step statutory procedure - that may be made. Each delegate will leave the programme with a summary of what constitutes reasonable behaviour.

Programme Structure

- The **Managing Discipline at Work** workshop is made up of 10½ guided learning hours delivered across 1 x 7 hour session and 1 x 3½ hour session.

Certification

- All delegates that attend and complete all workshop sessions will receive a **Human Performance Certificate of Attendance** and **Unit Summary** to add to their continual professional development record.

Programme Content

- A detailed programme overview is provided at the end of this prospectus.

Delivery Methods

- Tutor facilitation and input
- Group activity and discussion
- Case studies and role play

Workshop Timings

- The workshop is delivered over one and a half days - day one commencing promptly at 9:00am and finishing no later than 5.00pm; and with the second day starting at 9:00am with a 12:30pm finish. On the first day there will be a lunch break at 12.30pm and each session throughout the programme lasts for 50 minutes followed by a 10 minute break.

Workshop Numbers

- Maximum of 12 delegates

Support Material

- All delegates will receive a comprehensive workshop manual with quality session summary sheets covering each element of the **Managing Discipline at Work** workshop to enable full utilisation of the learning's back in the workplace.
- As for all **Human Performance** workshops all delegates will be provided with **free** telephone support for as long as required following the workshop to assist them to manage discipline back in the workplace as they put the knowledge into practice to develop competence.

Programme Facilitator

- The **Managing Discipline at Work** workshop is facilitated by **James Turner**. James is an exciting, creative and innovative facilitator of experiential learning with over 20 years experience of successful senior management responsibility. James has numerous teaching and training qualifications and is a qualified advanced facilitator of experiential learning.

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Candidates with Special Learning Needs

- Prospective delegates with special learning needs (or clients with employees with special learning needs) are encouraged to contact **Human Performance** prior to enrolment on this workshop to discuss any additional help they may need to complete this workshop. **Human Performance** will endeavour to assist any delegate where it is practicable to do so.

Equal Opportunities & Valuing Diversity

- **Human Performance** recognises and values the diversity of all delegates (and potential delegates) and will actively promote the richness that this diversity engenders. **Human Performance** takes the commitment to equality of opportunity seriously and bases its relationships with clients and delegates on mutual trust, respect and the appreciation of individual differences. This means that discrimination or harassment, whether directly or indirectly, on the grounds of age, gender, marital or civil partnership status, gender reassignment status, race, colour, nationality, ethnic origin, nationality, national origin, disability, sexual orientation, religion or belief will be opposed.
- For avoidance of doubt, no delegate, (or prospective delegate), will be prevented from accessing a **Human Performance** facilitated learning programme - whether access to the programme is administered by a client or by **Human Performance** through its open courses - on the grounds of age, gender, marital or civil partnership status, gender reassignment status, race, colour, nationality, ethnic origin, nationality, national origin, disability, sexual orientation, religion or belief.
- By commissioning or attending a **Human Performance** workshop, clients and/or delegates agree to abide by our **Equal Opportunities & Valuing Diversity Policy** which is available in full from our website: <http://www.humanperformance.co.uk> (Click on "**EDI Approved Centre**" and then click on "**Policies & Procedures**").

Next Steps to Skills Development

All **Human Performance** workshops are designed to be stand alone skills development opportunities dealing with specific subject areas covered by **National Occupational Standards**. However, our workshops are also used by our clients to offer structured internal management development programmes, both to develop the current job skills of staff as well as develop key people for the organisations succession planning. The following workshops are natural progressions to the **Managing Discipline at Work** workshop:

- **Managing Grievance Procedures - Resolving Disputes**
- **Becoming More Assertive – A Strategy for Improvement**
- **Negotiation Skills – Influencing and Persuading Others**
- **Techniques for Effective Problem Solving**
- **Delivering Quality Service – A Model for Continuous Improvement**
- **Recruitment & Selection Skills – Making the Right Choice**

For details about the above **Human Performance** workshops and any other developing skills workshops please visit our website at <http://www.humanperformance.co.uk> or alternatively please do not hesitate to contact us on **0845 880 2255**.

A detailed workshop overview is provided on the next page...

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Detailed Overview for the Managing Discipline in the Workplace Workshop

Managing Discipline in the Workplace

- *Introduction to Discipline at Work*
- *Benefits of Disciplinary Rules & Procedures Informal Action*
- *Reasons for Taking Disciplinary Action*
- *Preparing for a Disciplinary Hearing*
- *Notification of a Disciplinary Hearing*
- *The Structure of a Disciplinary Hearing*
- *Introduction*
- *Statement of Complaint*
- *Employee's Reply*
- *General Questioning & Discussion*
- *Summing Up*
- *Adjournment*
- *Problems That May Occur at a Disciplinary Hearing*
- *Deciding on the Penalty*
- *Disciplinary Penalties and When to Use Them*
- *Informing the Employee of the Disciplinary Penalty*
- *Disciplinary Notification Letter*
- *Keeping Records of the Disciplinary Hearing*
- *Appeal Procedures*
- *Conducting the Appeal Hearing*
- *Overview of the Three-Step Statutory Procedure*
- *Core Principles of Reasonable Behaviour*

Please note: We are constantly evaluating and reviewing all our workshops to ensure that Human Performance continue to offer the very best learning opportunities for clients and delegates. As a result of these reviews we may amend workshop content to better assist delegates to achieve the workshop objectives and learning outcomes.

All workshop prospectuses will be updated periodically to reflect any changes to our modules and session plans but Human Performance reserves the right to substitute any modules and sessions detailed above which it believes will improve upon the objectives of the workshop whilst ensuring that workshops stay closely mapped to the relevant National Occupational Standards.