

## What is the Workshop all about?

Employing and/or managing staff can be a challenging experience; you are faced with the prospect of dealing with problem employees who are not performing at their best. How can you help them to improve their performance and at what stage, do you determine that the end of the line has been reached... This workshop is aimed at:

- ◆ Business-owners
- ◆ Managers/Supervisors/Team Leaders

Delegates will gain an understanding of the processes that can be implemented to support employees to improve their performance and how to deal with dismissing employees who continue to perform below the required standards in a fair, equitable and consistent manner.

## What will be covered?

The workshop will cover:

- ◆ Defining poor performance
- ◆ Addressing performance issues
- ◆ Setting Objectives and improvement targets
- ◆ How to write SMARTER Objectives
- ◆ Handling performance meetings
- ◆ Giving/Receiving Feedback
- ◆ Dismissing an Employee
- ◆ Avoiding the problem in the future...

What our delegates say...

*“Excellent Workshop, I would happily recommend this to any employer. Nicely relaxed and well-presented” - NC*

## When is it?

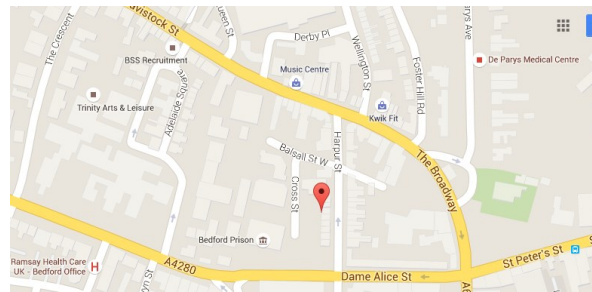
We have two dates running in 2016:

**Wednesday, 24th February 2016 or  
Wednesday, 18th May 2016**

9 30 am ~ 1 00 pm; followed by a networking lunch

## Where is it?

**44 Harpur Street, Bedford, MK40 2QT**



Nearest car park is Lurke Street NCP

## How much will it cost?

The full cost of the workshop is **£175 plus VAT**; however take advantage of our ‘Early Bird’ rates and book by **17th December 2015** (for the February workshop) or **12th February 2016** (for the May workshop) and the cost will be **£125 plus VAT**.

Price includes:

- ◆ Workshop manual
- ◆ Networking Lunch and refreshments
- ◆ A FREE 1-hour consultation session back in your Organisation (**worth over £70**)

*This is one of a series of 4 workshops we are running in 2016; if you book onto 2 workshops, you will get a **15% discount**, 3 workshops you will get a **20% discount** and if you book onto all 4, you will get a **25% discount**.*



# Dealing with Poor Performance

*A practical guide to getting the most out of your employees and dealing with those who are not performing...*

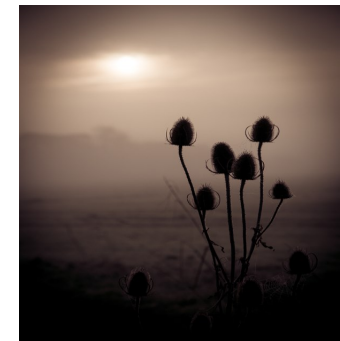


Image by and copyright of Oliviabea Photography

*An interactive and informative workshop for all sole traders, partnerships and small businesses who want to know how to deal with employees...*

# BOOKING FORM

**Name:** .....

**Company:** .....

**Position:** .....

**Address:** .....

.....

.....

**Postcode:** .....

**E-mail:** .....

We will add your e-mail address to our database to send you information about other training courses and services in the future; please tick the box if you do not wish to receive this information.

**☎ Daytime:** .....

**☎ Mobile:** .....

Do you have any special dietary/other requirements?

**Yes:**  **No:**

If yes; please provide details:  
.....

**Payment Details:**  
Please note; payment in full is required 7-days prior to the date of the workshop. Cheques should be made payable to Helen Smith HR & OD Consultancy Services Limited.

**Multiple Workshop Booking:**

HR for Non-HR People	<input type="checkbox"/>	Disciplinary & Grievance	<input type="checkbox"/>
Managing Sickness Absence	<input type="checkbox"/>	Managing Performance	<input type="checkbox"/>

**Payment Options:**

'Early Bird':  Regular:

Cheque Enclosed:  Invoice:

# TERMS AND CONDITIONS

**1. Payment Terms**  
Our standard payment terms are that payment should be made along with the booking. However, if payment by invoice has been agreed, the payment needs to be made 14-days from the date of the invoice or prior to the date of training, whichever is sooner.

**2. Course Bookings**  
By proceeding with a making a booking, you are committing to a place on the stated course. Bookings can be submitted via e-mail to [bookings@crescitahr-od.co.uk](mailto:bookings@crescitahr-od.co.uk) alternatively, bookings can be sent by post to: Crescita HR & OD, 11 Normandy Close, Kempston, Bedford, MK42 8TE. Telephone bookings can also be taken, but must be followed up in writing.

**3. Cancellations**  
Should circumstances mean that you have to cancel your place; then the following charges will apply:  
More than four weeks prior to the course date – no charge  
2 to 4 weeks prior to the course date – 50% of the course fee  
Less than two weeks prior to the course date – full fee  
*NB – cancellations must be made in writing and received by Crescita HR & OD by the due date.*

**4. Transfers**  
In some cases, it may be possible to transfer your booking to another course and you should contact Crescita HR & OD if you wish to discuss this option. Alternatively, you may send a substitute in your place and you should advise us if you intend to do this 24-hours prior to the course date, particularly if the substitute delegate has any special requirements that we may need to take account of.

**5. Non-attendance**  
If you do not attend a course and you have not previously informed us, the full course fee remains payable.

**6. Unforeseen Circumstances**  
On occasion, unforeseen circumstances may require us to cancel a course. In such cases, you will be given as much notice as possible and either a free transfer to another course date or a full refund of fees paid. We will not be liable for any other costs incurred even if we were advised of these costs.  
Wherever possible, we will aim to give 10-days notice of any cancellations and we recommend that you do not make travel arrangements before this time. Any travel or other costs incurred are entirely the delegate's responsibility.

**7. Joining Instructions**  
We will send out joining instructions one week prior to the course; details will be sent to the e-mail address given unless otherwise request and we would therefore ask that you ensure that this is correct.

# DATA PROTECTION NOTICE

We, Crescita HR & OD, are required to comply with the provisions of the Data Protection Act 1998 in relation to how we handle personal data which we obtain from you. Any personal or sensitive personal data gathered will only be used in the context of the training delivered and for the purposes of monitoring. In disclosing your personal details to us, you agree that we may process your data in the ways specified.

**FOR FURTHER INFORMATION:**

☎ 01234 301690/07947 012893

✉ [info@crescitahr-od.co.uk](mailto:info@crescitahr-od.co.uk)

✉ [bookings@crescitahr-od.co.uk](mailto:bookings@crescitahr-od.co.uk) (for bookings)

🌐 [www.crescitahr-od.co.uk](http://www.crescitahr-od.co.uk)



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