

Managing Non-Performance Staffs: Making them Productive

- Are you confident in your ability to manage staff who consistently underperform?
- How can you get non-performing employees to truly listen and take responsibility?
- Would you like to learn proven strategies to turn poor performance into productivity?

Introduction

Managing employees who consistently fail to meet expectations is one of the toughest challenges any leader can face. Poor performance not only affects results but can also disrupt team morale and put added pressure on others. Leaders must therefore find effective ways to address these issues—balancing accountability with motivation. This program equips participants with practical approaches to identify the root causes of underperformance, apply both positive and corrective strategies, and engage employees in meaningful improvement plans. By learning how to communicate clearly, set expectations, and use motivation techniques wisely, managers will be able to transform non-performers into contributors. At the same time, participants will gain the confidence to manage difficult situations without damaging relationships, ensuring that performance challenges become opportunities for growth rather than setbacks for the organisation.

Program Objectives

This training aims to:

- Comprehend the broader perspective of performance management and how it is aligned with the organisation's vision and values, and where applicable, its competency model
- Enable participants to understand factors of non performance in a workplace
- Apply strategies to boost performance and overcome non performance employees in the organisation.

Learning Outcomes

After completing this training, participants should be able to

- Apply the required mindset and fundamentals of managing people in relation to managing performance and coaching
- Apply the setting of SMART performance objectives
- Use and be specific when observing behaviour in the context of managing performance and development

- Comprehend the common appraisal structure, roles and responsibilities and prepare for their appraisal interview
- Provide a perspective into training and development, succession planning and rewarding.

Who Should Attend?

Senior management, management team, managers and team leaders, executives, anyone who needs to give instructions and communicate with others when working.

Program Outline

Time	Day One
9.00am– 10.30am	<p>Key Components of Performance Management and How it Relates to Your Business</p> <p>In this initial module, the participants would look into the objectives and achievements, competencies, performance rating, development planning and the best practices in performance management. The participants would use the 6 key questions to help every employee to bring out the best in them.</p>
10.30am-11.00am	<p>Break and Networking</p>
11.00am-1.00pm	<p>The Prerequisites for Managing a High-Performance Organisation</p> <p>In this module, the participants would prepare themselves in terms of mindset to be a high performance manager. The participants would learn how to differentiate between a success or a failure organisation. The participants would learn the critical factors in communication that includes the method of building trust and rapport, how to listen intently, question sharply, and how to handle feedback.</p>
1.00pm-2.00pm	<p>Lunch Break and Networking</p>
2.00pm-3.30pm	<p>Objective Setting, to Performance Discussion and the Behaviours in Performance</p> <p>The participants would learn the SMART concept and preparation for the discussion and the performance interview. Then, the participants would also have a practical session on dealing with difficult performance review and conduct the appraisal session.</p>

3.30pm-4.00pm	Break and Networking
4.00pm-5.00pm	<p>Coaching as Solution for Non-Performance Employees</p> <p>In this module, the participants would be exposed to the fundamentals of coaching and how to apply coaching for improving the performance of co-worker, teams and the total organisation. In addition, the participants would pick up core skills that support all successful coaching conversation</p>

Time	Day Two
9.00am-10.30am	<p>Core Skills that Support All Successful Coaching Conversations</p> <p>The topics that would be covered in this module include the general skills to develop information in a videotaped interaction and feedback activity, and coaching skills inventory. All these skills are essential to indirectly reach to the heart of the special group to boost their productivity.</p>
10.30am-11.00am	Break and Networking
11.00am-1.00pm	<p>Practical Session of Coaching</p> <p>This is the practical session where the participants would demonstrate various skills during coaching including starting with responding to needs, confrontation, using reaction to develop information and resolving issues.</p>
1.00pm-2.00pm	Lunch Break and Networking
2.00pm-3.30pm	<p>Employee Engagement and Appreciation as Performance Booster</p> <p>In order to increase the performance and boost productivity, the participants would learn how to optimise employee engagement, create an appreciating culture in the workplace, remove negative perception at the workplace and the most important concept - “You and I, Big Family”</p>
3.30pm-4.00pm	Break and Networking
	Behavioural Economics in Employee Motivation for Non Performance

4.00pm-5.00pm	In this module, participants would understand the illogical human behaviour by understanding various concepts such as altruism, anchoring bias, bounded rationality, default behaviour, expert bias, fairness and reciprocity, familiarity bias, fear of change, framing problem, hedonic adaptation, head behavioural, and others concept in behavioural economics. All these concepts are applied to boost the productivity of non-performers.
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