

■ 1 DAY PROGRAM

Managing Unsatisfactory Performance

Dealing effectively with performance issues

PROGRAM OVERVIEW

With the focus on improving performance and ensuring accountability in the NSW government sector, managing unsatisfactory performance has become a key capability for managers in government agencies.

This one-day program teaches managers how to address and resolve unsatisfactory work performance. It provides participants with the confidence to tackle performance issues and achieve lasting improvements, even with those employees whose unsatisfactory performance has been overlooked in the past.

"There are weaknesses in the way managers at all levels manage underperforming employees."

State of the NSW Public Sector Report 2012 (referring to a key finding of the NSW Commission of Audit Interim Report)

PROGRAM DETAILS

Duration: 1 day (plus 1 hour coaching)

Location: MGSM Executive
Conference Centre,
Lvl 7, 37 Pitt Street, Sydney

Dates: 18 November 2015

Cost: \$770 (inc. GST) - see form for
group discount information

"As a public sector manager, I was privileged to manage a talented and dedicated team of solicitors and support staff. On those few occasions when the performance of a team member did not meet expectations, I always turned to Grant Doyle for assistance in managing them. I found that Grant's skills and experience were invaluable in developing and implementing the best strategy to resolve the performance issues. I strongly recommend Grant in this area."

■ Ian Linwood, Assistant Crown Solicitor, NSW Crown Solicitor's Office.

■ REGISTER TODAY!

Complete the registration form on
page 3, or contact GDA Business
Services Pty Ltd on:

Tel: +61 447 355 340

Eml: register@gdabusiness.com.au

PROGRAM OBJECTIVES

The program aims to equip participants with the strategies, techniques and tools to effectively manage unsatisfactory performance. At the end of the program, participants will be able to:

- Evaluate evidence of unsatisfactory performance
- Develop and implement an effective management strategy
- Help to build a culture of performance and accountability.

PROGRAM TIMETABLE

The program incorporates a mix of strategic and tactical approaches to resolving unsatisfactory performance. It addresses the following aspects:

- What constitutes unsatisfactory performance
- Possible causes of unsatisfactory performance (including mental health issues)
- Debunking myths about bullying and performance management (by reference to case law)
- Testing the evidence of unsatisfactory performance (by applying 'rules' of evidence)
- Assessing management capability to address performance problems
- Developing case management strategies
- Engaging stakeholders throughout the process
- Managing interactions with employees
- Developing and reviewing performance improvement plans
- Taking action if performance continues to be unsatisfactory.

POST PROGRAM

One-hour, one-on-one coaching sessions are available to help participants to apply performance management strategies, techniques and tools in the workplace.

WHO SHOULD ATTEND

This program is designed for people working in the NSW government sector who wish to enhance their capability in addressing and resolving unsatisfactory performance.

This includes people managers at all levels (i.e. supervisors, managers and senior executives) as well as HR professionals.

PROGRAM FACILITATOR

GRANT DOYLE



Grant Doyle has developed expertise in managing employee performance during his long career as a human resources manager in NSW government agencies.

Grant's expertise in this discipline has been achieved through:

- Developing & implementing performance management systems in various agencies (including public service department, statutory authority and state-owned corporation)
- Advising & assisting frontline, middle and senior managers in addressing & resolving a wide range of performance issues.

Through extensive practical experience, Grant has identified effective approaches to managing unsatisfactory performance.

He has incorporated these approaches into a program that is designed specifically for managers in the NSW government sector.

"Grant Doyle has an excellent understanding of the performance management processes within the NSW government sector. He is able to advise managers at all levels on how to deal effectively with performance issues. I can recommend Grant to managers who need help in managing unsatisfactory performance."

■ Denise McOnie, Practice Manager, NSW Crown Solicitor's Office.

CONTACT DETAILS:

Email: info@gdabusiness.com.au

Tel: +61 447 355 340.

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Venue: MGSM Executive Conference Centre,
Level 7, 37 Pitt Street Sydney NSW

Registration details	Organisation Name											
	Street address				Suburb		State		Postcode			
	Title		Full Name or TBA			Title		Full Name or TBA				
	Position				Position				Position			
	Phone				Phone				Phone			
	Email				Email				Email			

* Please photocopy this form if more than three will attend

Your investment	<p>INDIVIDUAL: \$770 (inc. GST)</p> <p>The standard fee for each participant is \$770.00 (including GST). This fee covers attendance at the 1-day program as well as the one-on-one coaching session that follows.</p> <p>Conditions: Group discounts apply for bookings made simultaneously. Only one discount applies. Group discounts apply to standard rates only.</p> <p>Note: Course materials, refreshments and lunches are included. Travel and accommodation are NOT included.</p>	<p>GROUP DISCOUNTS</p> <p>Group discounts may apply when multiple participants from the same organisation are registered in the same program.</p> <p>Group discount rates:</p> <p><input type="checkbox"/> 3 – 4 people: 10% off Standard Rate</p> <p><input type="checkbox"/> 5 – 7 people: 15% off Standard Rate</p> <p><input type="checkbox"/> 8 + people: 20% off Standard Rate</p> <p>TOTAL incl GST \$ <input type="text"/></p> <p>All prices listed in Australian Dollars</p>
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Email this form to: register@gdabusiness.com.au or call us on: +61 447 355 340

Payment details	<p>Please note: Payment is required prior to attending this event.</p>	
	<p><input type="checkbox"/> Cheque</p> <p>Please make cheque payable to: GDA Business Services Pty Ltd PO Box 632, Balmain, NSW 2041</p> <p>Please attach cheque to a copy of this registration form</p>	<p><input type="checkbox"/> Electronic Funds Transfer (EFT)</p> <p>Please transfer funds directly to: Acct: GDA Business Services Pty Ltd BSB: 032020 Account No: 302774</p>

Amount \$

For **EFT transactions**, please quote reference code **MUP1115** and registrant name/s

Authorising manager's details: This registration is invalid without a signature.

Name	Position	Signature X	Date
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<p>Mail</p> <p> GDA Business Services PO Box 632, Balmain, NSW 2041</p>	<p>Email</p> <p> register@gdabusiness.com.au</p>	<p>Phone</p> <p> +61 447 355 340</p>
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Registration Policy

If you are unable to attend this event, you may send a substitute delegate in your place at no additional cost. Please advise us of any substitutions as soon as possible. Alternatively, you may transfer your registration to another event run by GDA Business Services Pty Ltd. A 10% service fee may apply. Should you wish to cancel your registration, please notify us in writing as soon as possible and a credit note will be issued valid for use towards any future event held by GDA Business Services Pty Ltd in the twelve months following date of issue. Cancellation notifications received less than 14 days from the event running will receive a credit note to the value of the registration fee less a service fee of \$400 plus GST. GDA Business Services Pty Ltd does not provide refunds for cancellation.

GDA Business Services Pty Ltd takes all care to produce high quality events that deliver as promised. All advertised details are correct at time of publishing. However, when circumstances beyond our control prevail, we reserve the right to change program content, facilitators or venues. We also reserve the right to cancel or reschedule events if circumstances arise whereby performance of the event is no longer feasible, possible or legal. GDA Business Services Pty Ltd will not be responsible for any loss or damage arising from any changes to or cancelling or rescheduling of an event. If an event is cancelled or rescheduled, GDA Business Services Pty Ltd will make every effort to contact every registered delegate. If an event is cancelled or you are unable to attend the rescheduled event you will be issued with a credit note valid for use towards any future GDA Business Services Pty Ltd event held in the twelve months following date of issue.

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Privacy Statement

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GDA Business Services Pty Ltd

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