



■ 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.

PROGRAM DETAILS

Duration: One day program
Plus individual coaching

Location: MGSM Executive
Conference Centre
Level 7
37 Pitt Street
Sydney

Date: 29 June, 2016

Fee: \$700 plus GST.
(Group discounts available.)

"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

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

- Develop and implement effective performance improvement strategies
- Help to build a culture of performance and accountability in their teams and organisations.

PROGRAM CONTENT

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

- Examining best practice in performance management procedures
- Avoiding common pitfalls in dealing with unsatisfactory performance
- Setting and assessing reasonable performance standards
- Debunking myths about bullying and performance management (by reference to industrial case law)
- Developing case management strategies that take account of possible causes of unsatisfactory performance (including health issues)
- Developing, implementing and monitoring performance improvement strategies
- Managing interactions with employees (and dealing with possible emotional responses)
- Ensuring procedural fairness when taking action to resolve unsatisfactory performance.

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

Grant's strong capability in this area has been achieved through:

- Developing and implementing effective performance management systems in various agencies
- Training, coaching and supporting managers and supervisors in managing unsatisfactory performance.

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

Web: gdabusiness.com.au

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Date: Wednesday, 29 June, 2016

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:</p> <p>Group discounts apply for bookings made simultaneously. Only one discount applies. Group discounts apply to standard rates only.</p> <p>Note:</p> <p>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 \$</p> <p><small>All prices listed in Australian Dollars</small></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:</p> <p>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:</p> <p>Acct: GDA Business Services Pty Ltd BSB: 032020 Account No: 302774</p>	<p>Amount \$</p> <p>For EFT transactions, please quote reference code MUP0316 and registrant name/s</p>

Authorising manager's details: This registration is invalid without a signature.			
Name	Position	Signature	Date
		X	

<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.

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Privacy Statement

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GDA Business Services Pty Ltd

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