

2 – DAY

PERFORMANCE IMPROVEMENT PLAN (PIP)

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INTRODUCTION

A performance improvement plan is a formal process used by supervisors to help employees improve performance or modify behaviour. The performance improvement plan, or PIP, as it is sometimes called, identifies performance and/ or behavioural issues (harassment, bullying and victimisation) that need to be corrected and creates a written plan of action to guide the improvement and/ or corrective action. Fundamentally, a PIP is a structured communication tool designed to facilitate constructive discussion between the employee and the supervisor.

METHODOLOGY

Highly interactive program which engages mind stimulating case studies, group discussions, role-play and practical sessions. Contents of the training will be customised to fit the organisation's working environment, policies and current issues. Participants will be assessed with a pre-test & post-test.

COURSE OBJECTIVES

By the end of this course, you will be able to:

- Specifically identify the performance to be improved or the behaviour to be corrected.
- Provide clear expectations and metrics about the work to be performed or behaviour that must change.
- Identify the support and resources available to help the employee make the required improvements.
- Establish a plan for reviewing the employee's progress and providing feedback to the employee for the duration of the PIP.
- Specify possible consequences if performance standards as identified in the PIP are not met.

WHO SHOULD ATTEND?

All level of management, supervisors & leaders including all line managers & anyone who's managing a team

PROGRAM OUTLINES

MODULE 1: INTRODUCTION TO PIP

- Poor Performance
- Identifying Poor Performers
- What is PIP?
- Importance of PIP

Activity: Case study

MODULE 2: STEP 1 – DOCUMENT PERFORMANCE ISSUES

- Identifying areas of improvement
- Cause & Effect- Ishikawa Diagram
- Brainstorming on all the areas
- Established formats

Activity: Presentation

MODULE 3: STEP 2 – DEVELOP AN ACTION PLAN

- Establish an action plan for improvement
- Specific and measurable objectives – SMART
- PIP timelines

Activity: Brainstorming and presentation

MODULE 4: STEP 3 – REVIEW PERFORMANCE PLAN

- Review on plan
- Third party review
- Justification of time-frame

Activity: Role-play

Activity: Discussion

MODULE 5: STEP 4 – MEET WITH THE EMPLOYEE

- Introducing improvement plan
- Employee's input and feedback
- PIP Modification

Activity: Role-play

MODULE 6: STEP 5 – FOLLOW UP

- Regular follow-up meetings
- Discuss and document progress towards objectives
- Clarification on performance expectations
- Identify potential roadblocks

Activity: Brainstorming

MODULE 7: STEP 6 – PIP CONCLUSION

- Handling difficult employee
- Termination
- Extension of PIP
- Continue employment

Activity: Discussion & presentation

MODULE 8: PRACTICAL SESSION

- Conducting PIP for a problem identified currently at workplace: Group
- Conducting PIP for a problem identified among participants/ employee: Individual

Activity: Discussion, Brainstorming & Presentation

