

2 – DAY PERFORMANCE IMPROVEMENT PLAN



Introduction

A performance improvement plan is a formal process used by People Managers & Superiors 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 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.

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.

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.

Who Should Attend?

- People Managers
- Leaders
- Supervisors
- Senior Executives
- Anyone who is managing a subordinate



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Course Outline

MODULE 1: INTRODUCTION & COURSE OVERVIEW

- What is PIP?
- Poor Performance
- Identifying Poor Performers
- Importance of PIP
- Activity: Case study

MODULE 2: IS IT A DISCIPLINARY STEP?

- Sometimes
- When It Is Not
- Confidentiality
- Introducing the Performance Improvement Plan

MODULE 3: STEP 1 – DOCUMENT PERFORMANCE ISSUES

- Identifying areas of improvement
- Cause & Effect- Ishikawa Diagram
- Collecting data and discussion on all the areas
- Established formats
- Activity: Presentation

MODULE 4: STEP 2 - DEVELOP AN ACTION PLAN

- Establish an action plan for improvement
- Specific and measurable objectives – SMARTER
- PIP timelines
- Activity: Brainstorming and presentation

MODULE 5: STEP 3 - REVIEW PERFORMANCE PLAN

- Review on plan
- HR-Management review
- Justification of time-frame
- Activity: Role-play Activity: Discussion

MODULE 6: STEP 4 - MEET WITH THE EMPLOYEE

- Introducing improvement plan
- Employee's input and feedback
- PIP Modification
- Activity: Role-play

MODULE 7: STEP 5 - FOLLOW UP

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

MODULE 8: STEP 6 - PIP CONCLUSION

- Handling difficult employee Termination
- Extension of PIP
- Continue employment
- Activity: Discussion & presentation

MODULE 9: PRACTICAL SESSION

- Conducting PIP for a problem identified currently at workplace
- Activity: Discussion, Brainstorming & Presentation

MODULE 10: WRAPPING UP

- Summarize key takeaways
- Further discussions if any

