

# Managing Underperformance through Performance Improvement Plans

Venue:	English UK, 219 St John Street, London, EC1V 4LY
Date:	Thursday 02 March 2017
Timings:	Registration from: 10:30   start time: 11:00   end time (approx): 17:00
Price:	Members £160, non-members £256
Format:	Interactive session that involves all participants

## Why attend this training day?

Managing under-performance can be a difficult area, often with the potential to lead to stress, anxiety or conflict for both the manager and the underperformer. A performance improvement plan that is correctly implemented can structure the management process and facilitate a successful outcome. Through input, groupwork, discussion and roleplay, we will address the questions below:

## What does it cover?

- What is a PIP and when should it not be used?
- What preparation is needed before a PIP is implemented?
- What needs to be included in a PIP and how should this be framed and implemented?
- What sort of documentation is needed?
- How do we manage difficult conversations?
- How do we minimise conflict?

Finally, we will draft a set of guidelines based on shared experience and best practice.

## Learning outcomes

The delegates will be better equipped to deal with underperformance in a way that leads to a positive outcome while minimising stress and anxiety for both the manager and the underperformer.

## About the trainer



**Dawn Harry** is currently a Director of Studies at Kaplan International in Oxford. She has an extensive background in EFL, teaching and doing teacher training at language learning institutions, schools and at university level in the Middle East, South East Asia and the UK before moving into a management role. She has spoken at a number of conferences in South East Asia on a range of topics related to teacher development and ELT teaching. She holds the DELTA and MA TESOL, with a focus on teacher development.