

# Correcting Performance Problems

## The Business Context

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Correcting performance problems has always been part of the leader's job — but the stakes have never been higher. Today's stretched, fast-moving workplace needs every person performing at their best, and a performance issue left unaddressed doesn't stay contained. It slows the team's ability to meet rising expectations, forces other people to quietly pick up the slack, and breeds the kind of friction and disengagement that erodes a leader's credibility — exactly the trust they need to lead through everything else.

This session builds the skill and the confidence to act early. Leaders learn a conversational approach that turns a performance problem around by tapping into the employee's own motivation and ownership, rather than relying on authority alone — and they learn how to read and respond to defensiveness, one of the biggest reasons these conversations stall.

## Target Audience

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Correcting Performance Problems is designed for first-level leaders, and for mid-level leaders who would benefit from sharpening the fundamentals of this conversation.

## Programme Purpose

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The purpose of this session is to give leaders the skill and the confidence to address performance issues early and directly — using an approach that produces real, lasting change rather than a short-term fix.

## Programme Objectives

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Upon completion of this session, participants will be able to:

- ◆ Recognise the reasons leaders put off performance conversations, and what that delay actually costs
- ◆ Identify which performance situations genuinely call for corrective action
- ◆ Prepare thoroughly for the critical moments in a performance conversation
- ◆ Lead focused, collaborative conversations that produce real improvement
- ◆ Respond steadily and constructively when an employee becomes defensive