



LEADERSHIP AND MANAGEMENT DEVELOPMENT

Managing and Improving Employee Performance

3 day course

Classroom, online or in-house

Course overview

Underperformance is usually tolerated for months before anybody names it, by which point the employee reasonably believes their work was acceptable and the conversation feels like an ambush. This course covers handling it earlier and better. Rather than the full performance cycle, it concentrates on the difficult part. Delegates work through diagnosing the cause, since capability, clarity, motivation and circumstance each call for a different response, and holding the first conversation while the problem is still small. Improvement plans are built with specific standards, support and review dates rather than vague exhortation. Documentation and the evidence a later process requires are covered. The course closes on escalation to a formal process and on the decision that somebody is in the wrong role.

What you will learn

- Diagnose whether the cause is capability, clarity, motivation or circumstance
- Hold the first conversation while the problem is still small
- Set specific standards, support and review dates in an improvement plan
- Keep documentation that a later formal process will require
- Manage the emotional reactions the conversation provokes
- Escalate to a formal process at the right point
- Recognise when somebody is simply in the wrong role

Who should attend

- Line managers dealing with underperforming staff
- HR business partners advising on performance improvement
- Supervisors in operational or production environments
- Managers preparing for a difficult performance season

Course outline

- 01 Tolerated for months, then named suddenly
- 02 Diagnosing the cause
- 03 Capability, clarity, motivation and circumstance
- 04 The first conversation
- 05 Building an improvement plan that specifies
- 06 Support, review dates and follow through
- 07 Documentation and evidence
- 08 Escalation and the wrong role decision

Upcoming dates

Dates	Venue	Format	Fee per delegate
23 to 25 September 2026	Durban, South Africa	Classroom	R14,950
28 to 30 September 2026	Port Louis, Mauritius	Classroom	USD 995
7 to 9 December 2026	Johannesburg, South Africa	Classroom	R14,950
14 to 16 December 2026	Online	Online	R6,500



Fees and how to register

This 3 day course is **R6,500** per delegate online, **R14,950** in the classroom in South Africa, Botswana, Namibia, Lesotho and Eswatini, and **USD 995** in the classroom elsewhere in Africa. In-house training is quotation on request. Book 2 or more delegates on this course and save 10%.

To register or request an in-house proposal, visit www.afrisciencegroup.com, email info@afriscience.co.za, or WhatsApp us on **+27 63 479 1136**.

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