



JDA

Driving Performance, Sustaining Results

Performance Management: Confronting Poor Performance

Sometimes managers run into resistance and defensiveness when assigning what appears to be a routine task. Being prepared to deal with defensive behavior and understanding how to confront unacceptable performance, in a supportive and developmental manner, can be difficult. This program examines the questions of: "When and how do I confront an employee's non-performance?" and "How do I reduce the resistance and salvage the relationship?"

Participants will be shown how asserting through confrontation can be done objectively by focusing on the behavior and not on the person. They will also learn specific ways to deal with difficult forms of defensiveness.

Learning Objectives

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

- Manage the confrontation meeting when someone has repeatedly broken a performance commitment (rather than "blow up or "give up").
- Utilize a performance management model that supports a developmental approach to managing employee behaviors.
- Demonstrate skills for confronting and altering undesirable behavior.
- Address undesirable behavior and maintain a neutral, non-judgmental tone.
- Utilize skills for effectively handling employee defensiveness.
- Build commitment for a change in behavior.
- Manage employee resistance and emotion.
- Communicate without ridicule, threats or emotional outbursts.

About Us

Since 1989, JDA has focused on improving the performance of the world's top companies. The company's services span skills-based training, talent management, executive coaching and organizational alignment. Through JDA's expertise and unique "Performance-Sustaining" process, the company creates more than change—it enables long-term shifts in individuals, teams and performance levels.

Working with business leaders such as Deutsche Bank, Morgan Stanley, Kroger, Kraft, UBS and Roche Pharmaceuticals, JDA has enabled measurable, sustainable improvements to performance across many sectors and success metrics including productivity, communication, morale and sales. For more information, please visit: www.jdainternational.com.