



MASERUMULE

Corporate Employment Law

MANAGING INCAPACITY (POOR PERFORMANCE & ABSENTEEISM)

Duration: 1 day

Objective

To equip line managers with the knowledge and skills to pro-actively manage and root out performance and attendance problems.

Design

- Causes of incapacity
- Cost implications of incapacity
- Qualities of a good manager of poor performance
- Meaning of dismissal
- Misconduct versus incapacity: significance of the difference
- The Code of Good Practice: Substantive and Procedural Guidelines
- Distinguishing performance management from poor performance
- When to formalise the process: timing
- Stepwise approach to effective counselling: a collaborative approach
- Balanced positive and negative feedback
- Dealing with ill health / frequent absenteeism & medical certificates
- Managing probation
- Instituting the incapacity process: visualising the process
- Procedural and substantive fairness requirements
- Case studies

Target group

Supervisors/team leaders/first line managers/middle management.

