

# Managing poor performance



As a leader, from time to time you will face conversations that you anticipate will be difficult and that you may feel ill-equipped to handle. For example, talking to one of your team who isn't performing optimally can suddenly turn sour. As a result, even though tackling these situations should be our priority, we often tend to avoid them. Having the knowledge and confidence to deal with difficult conversations can be the difference between a relationship fortified and a relationship lost, or a sale made and a sale lost.

**Those who have mastered the art of dealing with difficult conversations know very well that it is rarely an overnight phenomenon.**

- Understand the circumstances that lead to difficult conversations
- Learn ways of handling difficult conversations
- Understand how to use empathy to facilitate a conversation
- Ask open and supportive questions
- Focus on facts, not personalities
- Use tone and body language to great effect
- Handle challenges whilst remaining calm
- Learn how to reach agreement and close the conversation gracefully

To help individuals and workplaces upskill and expand their capabilities to thrive in this environment, the Suncorp Learning Campus provides online access to thousands of training resources, sourced from the best content providers in the world.

Develop the skillset and confidence to successfully manage difficult conversations.

### How To Have Difficult Conversations With Poor Performers

by: Skills Hub  
(4 minutes)

**Course overview:** As a manager sometimes you will have to talk to those who aren't performing optimally. This can be a difficult conversation, but this module will show you ways to make it easier.

### How To Handle Poor Performing Employees

by: Skills Hub  
(4 minutes)

**Course overview:** As a manager, you will have to deal with those who perform poorly. In this course, you will learn how to handle your employees who are performing poorly and increase their productivity.

### 10 Minutes Difficult Conversations

by Learning Planet  
(10 minutes)

**Course overview:** This video helps you understand how to hold an effective difficult or courageous conversation. It also provides tools for giving and receiving effective feedback.

### The Performance Management Chat

by Skills Hub  
(4 minutes)

**Course overview:** One of the hardest conversations you can have as a manager is the performance management one. Learn how to apply the SCOPE method next time you have this conversation and get better results.

### How To Hold A Difficult Conversation

by Skills Hub  
(4 minutes)

**Course overview:** This course will teach you how to hold difficult conversations without making them awkward. Prevent potential ill-feeling between you and your colleagues.

### Difficult People

by: Skill Boosters  
(1 Hour)

**Course overview:** Developed in partnership with some of the world's leading workplace psychologists, this course examines the impact of problem behaviour in the workplace and explains why tackling it should be a priority for employers and managers.

### Difficult Conversations

by: Pearls Of Wisdom  
(3 minutes)

**Course overview:** This module provides you with a structure in which you can assess the real reasons why you need to hold difficult conversations. It enables you to reflect on personal thoughts and biases, providing real objectivity and a balanced viewpoint prior to having a difficult conversation.

### Handling Conflict: Tackling Difficult Conversations

by Walkgrove Admin  
(15 minutes)

**Course overview:** Tired of avoiding difficult conversations? Does having them stress you out? This module will help you uncover your avoidance tactics and REAP the rewards of hitting the conversations you dread head on.

### Tackling Poor Performance

by: Skills Hub  
(4 minutes)

**Course overview:** Learn how to use the AUCCC process to assist you tackle poor performance in your workplace.

### Difficult Conversations: How To Master Them

by: Expert Academy  
(5 minutes)

**Course overview:** This course is for anyone who would like to improve the way they deal with difficult conversations. It is suitable for all professionals who are involved in client facing roles. It is also useful for salespeople looking to increase their success rate.