

## **MANAGING CAPABILITY ISSUES (1/2 day)**

### **Up to 10 delegates**

This course focuses on handling capability issues where an employee is unable to meet the demands of their role as a result of incapability or poor health. As with other HR related courses, it is based on the client company's own procedures.

The main aim of the course is to make line managers look more carefully at the underlying reasons behind poor performance and take appropriate action. Also, to encourage line managers to make appropriate use of company HR/Personnel professionals, rather than overstepping or abdicating their responsibilities.

The content is as follows:

- Welcome/Intros/Icebreaker /Key questions to be answered.
- Understanding what is meant by the term 'capability' and why this requires different handling
- Identifying what comes into the legal definition of incapability
- The difference between 'can't do' and 'won't do' in assessing poor performance
- Handling health related performance issues
- Steps to address and monitor poor performance
- Case Studies – identifying what needs to be taken into consideration
- Lack of improvement – embarking on the formal disciplinary process
- Prevention is better than cure – what line managers can do now to head off future problems