



TRAINING

UNLEASHING YOUR POTENTIAL



Imsimbi Training proudly presents

Managing Poor performance and Medical Incapacity – 2 days

Imsimbi Training is a fully accredited training provider with the Services Seta, number 2147, as well as a Level 1 Contributor BBBEE company 51% black owned.

This course is accredited by the Services Seta and material covers unit standards 252034 at NQF level 5 worth 8 credits.



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COURSE OBJECTIVES

- Apply and integrate the procedural requirements of the Labour Relations Act into their daily management practices.
- Address performance problems in a positive and constructive way.
- Gather information and get to the root of a problem.
- Define and agree on an appropriate course of action.
- Implement disciplinary procedures for poor performance in a fair, impartial and timely way.
- Implement procedures for medical incapacity

Course Outcomes

Upon completion of this course, the participants should be able to:

- Formulate performance standards to be achieved by team members in relation to the unit's goals, objectives and deliverables
- Ensure performance standards are clear and concise and specify the activities to be performed and the standards to which they are to be performed
- Ensure performance appraisal feedback is relevant and fair and communicated in a constructive manner
- Agree upon action plans to address performance gaps
- Follow counselling and coaching procedures to improve performance
- Address training and skills development to improve performance
- Evaluate improvement of performance
- Implement disciplinary procedures when poor performance improvement fails
- Dealing with medical incapacity in the workplace
- Absenteeism due to medical incapacity
- HIV/AIDS in the workplace
- Medical incapacity hearings
- Medical Boarding processes



COURSE OUTLINE

MODULE 1

Initiate a Disciplinary Hearing:

Module Outline

- Identifying and classifying transgressions
- Drawing up the charges appropriately and correctly
- Notifying employees of a disciplinary hearing correctly
- Prosecuting your case
- Understanding the principles of the law of evidence
- Applying the principles of the law of evidence
- Evidence that is admissible and inadmissible
- Investigations & gathering information
- Collating the information in date order
- Evaluating the evidence
- Types of evidence
- Circumstantial evidence
- Corroborating evidence
- CCTV footage, sms's, photographs
- Voice recordings, telephones
- Computer evidence, emails and internet
- Polygraph tests
- Documentary evidence
- Loco inspections
- Preparing the witnesses
- Preparing questions for the witnesses
- Overview of relevant case law
- Relevant sections of labour legislation
- Codes of good practice
- Disciplinary hearings for poor performance
- Dismissal or demotion as a result of hearing

MODULE 2

Managing Poor Performance in the Workplace

Module Outline

- Understanding poor performance in the workplace
- Determining when performance is under par
- Measuring performance
- Performance appraisals
- Excellent, mediocre and sub-standard performance
- Job profiles
- Fair and reasonable standards
- Objectivity of standards compared to other employees meeting standards
- Measuring standards
- Counselling for poor performers
- Coaching and mentoring
- Identifying whether it is an attitude, skill or motivational problem
- Setting time frames for improvement
- Monitoring the improvements
- Poor performance and the LRA
- Relevant sections of labour legislation
- Codes of good practice
- Humorous Video John Cleese on poor performance



MODULE 3

Managing Medical Incapacity in the Workplace

Module Outline

Understanding medical incapacity in the workplace

- Dealing with prolonged medical absence in the workplace
- Absenteeism and ill health
- Counselling medical incapacitated employees
- Alternative work arrangements
- HIV/AIDS and medical incapacity
- Confidentiality and HIV/AIDS
- Disability and medical incapacity
- Arranging for a medical discharge
- Medical disability benefits and procedures

Training methodology

The training course is conducted in a fun participative way, using simulations, role-plays, case studies, videos, workbook activities and plenary discussions. These are used to encourage participation and interaction among delegates. A practical role play of a disciplinary hearing is conducted during the course. An assignment and POE is submitted on completion of the course to ensure understanding and competence.

