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Clinical and Practice Education

HR ESSENTIALS - SESSION 2

Managing Underperformance - Avoid the Judge

How the legal requirements apply in practice.

IDEAL FOR: Practice Owners & Managers, Allied Health Professionals

**Core Standard 3
NSQHS Action 1**

\$66

per registration, inc GST

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ENROL NOW

This course is designed to help practices with:

WELLBEING

CLINICAL

MANAGEMENT & COMPLIANCE

This course is eligible for self reported professional development activity points.

ONE HOUR ZOOM WEBINAR

Wednesday 14 October 2020

7:00pm - 8:00pm

Live and interactive

Completion certificate

Downloadable resources

On demand access

Live Q&A with presenter

Course presented by:

Ruth Levy, Psychotherapist



Course Overview:

High performing staff significantly influence a practice's overall performance and patient experience. However, when staff are underperforming, managers need to be able to address performance issues with fairness, confidence, and ideally with kindness. Managing underperformance can be challenging and confronting for managers. It can be daunting to genuinely support a staff member to improve performance while acting in the practice's best interests and ensuring that the performance management process is legally compliant. Often by the time a formal performance management process commences, managers are already exhausted by their ongoing attempts to upskill underperforming staff.

Understanding the theory of procedural and substantive fairness is the first step to mitigate the risk of unfair dismissal action. However, being able to apply these legal requirements in practice is the key to conducting a successful performance management process.

Learning Outcomes:

- Understand how the legal requirements for formal performance management translate in practice.
- Find the balance between equitably supporting the staff member while acting in the practice's best interests.
- Conduct performance management processes confidently, kindly and with compassion.

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