



Robinson Grace
HR CONSULTANCY

Managing Unsatisfactory Performance & Conduct

Date: 03 June 2026

Time: TBC (4 hours)

Venue: Microsoft Teams Online Platform

Fee: £125 + VAT

This workshop is aimed at managers who want to identify, manage, and resolve conflict more productively at work and identify the correct procedures to follow for informal and formal capability and disciplinary procedures.

Aim

This workshop covers the correct procedure to address your employee's disciplinary or capability issues. The correct procedure will help you deal with the problems correctly. However, not following the correct and fair procedure when dealing with either a disciplinary or capability issue can lead to an employment claim in an employment tribunal.

This workshop will also cover everything you need to know to prepare and lead a difficult conversation, including the dos and don'ts.

The aims of this workshop are:

- To help managers nip issues in the bud to resolve issues informally where possible.
- Ensure managers are clear when to use a disciplinary process and when to use a capability procedure.
- To equip managers with the skills and knowledge necessary to be able to manage conduct and capability in line with Company Policies, Procedures and within the boundaries of legislation.
- To be able to approach difficult and challenging conversations at work calmly and confidently, including steps to help you navigate them successfully.

It's important to fully understand why an employee is not performing well in the workplace. Their behaviour can relate to a lack of ability, knowledge or even interest. Employers should distinguish what element their behaviour falls under and execute the correct procedure for managing the situation.

Dealing with difficult conversations will cover the different techniques available to use in scenarios that can be challenging, to ensure that potentially damaging relationships become productive ones.

The training involves a mix of interactive exercises and discussion around:

- How to open up performance discussions – what can you say and what should you avoid mentioning?

About Your Trainer



With more than 6 years' experience within the Apprenticeship and Education sector, specialising in delivering training and coaching, Claire's passion for learning and professional development underpins her approach, enabling her to support and coach individuals, Managers and organisations with clarity, confidence and practical insight.

How To Book

To book, please email clientservices@robinsongracehr.com

Confirming your booking creates a legally binding contract between us. Cancellations are to be requested by email only. Payment is required in advance of the course. Refunds must be requested 2 weeks prior to the course date. No refunds will be issued within two weeks of the course date.



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- How can issues be nipped in the bud successfully?
- How does the appraisal process link to disciplinary and capability?
- When and how to apply the relevant policy in appropriate situations (Capability or Disciplinary).
- Applying your knowledge to identify the difference between capability and misconduct.
- How to tackle conversations that you may find difficult as a manager and may be uncomfortable for the other person.
- What reactions are we likely to see when a difficult conversation is happening?
- Strategies for handling main challenges, enabling conversations to be productive.
- Learning to adapt your style to connect with individual's different style preference to succeed.
- The importance of evidence, note taking and documentation.

Learning Outcomes

By the end of the workshop, delegates will be able to:

- Know the difference between capability and disciplinary.
- How to manage the disciplinary and capability policy.
- Understand how to tackle difficult conversations.
- Recognise the early warning signals and prevent the behaviour escalating.
- How to handle difficult people.
- Feel confident to alter their approach to engage with different types of people.
- Apply conflict resolution techniques.

Please note there will be some pre course work to do (approx. 40 minutes) in advance of this session.

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