

Managing Underperformance: Coaching, Documentation, and Outcomes

**19 November 2026****(Thursday)****9:30am - 5:30pm****CPD Hour: 7****Cantonese****HKIHRM****Ms Eliza Chan**

• MBA

• MA in Counselling

This one-day workshop provides a structured approach to managing underperformance through targeted coaching, clear documentation, and decisive action when improvement does not occur.

Course Objectives

- ✓ Identify underperformance early and diagnose root causes
- ✓ Conduct coaching conversations that clarify expectations and support improvement
- ✓ Document performance issues appropriately for legal protection and clarity

Course Outline

- Early warning signs and root cause analysis
- Coaching conversations: clarifying gaps and expectations
- Performance improvement plans (PIPs): structure and follow-through
- Documentation best practices for accountability and compliance
- Decision frameworks: when to invest vs. when to exit
- Legal considerations and risk mitigation

Course Takeaway

Managers resolve most underperformance cases through effective coaching, reduce legal risks through stronger documentation, and make faster, more confident decisions on persistent performance issues.

**Price****Member****New Member**

(Inclusive of new membership joining fee)

HK\$2,600**HK\$3,845****Early Bird Offer**[Only if enrolment & payment are received by **28 September 2026**]**HK\$2,000****HK\$3,245****Enrol
NOW**