

Managing Underperformance: Coaching, Documentation, and Outcomes



1st Cohort: 4 May 2027 (Monday)
2nd Cohort: 9 November 2027 (Monday)
9:30am - 5:30pm
CPD Hour: 7



Cantonese



HKIHRM

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

**Enrol
NOW**

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

Early Bird Offer
[Only if enrolment & payment are received by 27 February 2027]

Member**HK\$2,600****HK\$2,000****New Member**

(Inclusive of new membership joining fee)

HK\$3,845**HK\$3,245****Ms Eliza Chan**

- MBA
- MA in Counselling