# Unit: J/506/1921: Unit 334/306 - Manage individuals performance (BA/TL new)

1. **Understand the management of underperformance in the workplace**

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| * 1. Explain typical organisational policies and procedures on discipline, grievance and dealing with underperformance

***Answer:*** |  |
| * 1. Explain how to identify causes of underperformance

***Answer:*** |
| * 1. Explain the purpose of making individuals aware of their underperformance clearly but sensitively

***Answer:*** |
| * 1. Explain how to address issues that hamper individuals' performance

***Answer:*** |
| * 1. Explain how to agree a course of action to address underperformance

***Answer:*** |

1. **Be able to manage individuals' performance in the workplace**

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| 2.1 Agree with team members specific, measurable, achievable, realistic and time-bound (SMART) objectives that align to organisational objectives |  |
| 2.2 Delegate responsibility to individuals on the basis of their expertise, competence, skills, knowledge, and development needs |  |
| 2.3 Apply motivation techniques to maintain morale |  |
| 2.4 Provide information, resources and on-going mentoring to help individuals meet their targets, objectives and quality standards |  |
| 2.5 Monitor individuals progress towards objectives in accordance with agreed plans |  |
| 2.6 Recognise individuals' achievement of targets and quality standards |
| 2.7 Adhere to organisational policies and procedures, and legal and ethical requirements when managing individuals performance in the workplace |  |