



Park City

HUMAN RESOURCES  
HEALTH & SAFETY  
TRAINING & DEVELOPMENT

[www.parkcity.co.uk](http://www.parkcity.co.uk)

# City News

May 2011



For the next seven weeks, we're going to be blogging about a different issue from our **Winning Cards series**. This week, it's **Under Performing Patrick** we're concentrating on.

Dealing with staff who are underperforming forms an important part of performance management and we often hear from our clients that this area of the business is one of their biggest stressors. When just one person in the team isn't performing as highly as the rest, issues can manifest very quickly. Staff morale can dip if others are taking up the slack of a colleague, customer complaints can hinder every area of your business and projects can quickly be put under time/resource pressure.

So, how do you motivate that difficult staff member? What's really the best way to support him or her through a difficult time or enhance their performance? How should you critique them, so you inspire and avoid crushing their confidence? It's critical to get these approaches right first time; there are often no second chances where employer/employee relations are concerned. **[Read more]**

All the best

Juliet Price

**p.s. [Click here for a dynamic way of transforming staff performance!](#)**

**Stronger  
business**  
Human Resources Management



- Learn more about Park City's team in our new monthly article - '**In conversation with...**' This month, we're talking to **Cherry Allen**, one of Park City's team of HR Consultants.
- Next month, I'm 'In conversation with...' Ashley Williams, one of our team of Health & Safety Consultants. Watch this space...!
- Park City is committed to education - **click here to read about our work with the Career Academy at the Colchester Institute.**

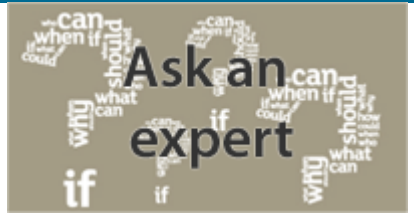


## Safer business

Health and Safety Management



- More on the changes to the Reporting of Injuries, Diseases and Dangerous Occurrences Regulations (RIDDOR) 1995.



## Smarter business

Training and Development



### Training & Development

- **MANAGING PERFORMANCE** - ½- day Management Skills Training - Friday 3 June 2011, 9.30am - 1.00pm. £159.00 + VAT.
- **LAW FOR LINE MANAGERS** - 1-day Management Development Training - Friday 10 June 2011, 9.00am - 4.30pm. £279 + VAT.



### Health & Safety Training

- **MANUAL HANDLING AWARENESS** - ½-day Health & Safety Training - Tuesday 7 June 2011, 9.30am - 12.00pm. Client rate: £120 inc VAT. Non-client rate: £150 inc VAT. Park City H&S Training Vouchers are redeemable against this course.
- **1-day IOSH DIRECTING SAFELY TRAINING** - Tuesday 14 June 2011, 9.00am - 4.45pm. Client rate: £325 + VAT. Non-client rate: £375 + VAT.

Do you think it's difficult to improve the performance of underperforming staff?

- Yes
- No
- Don't know

Book Training Now >>>



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01206 752100

