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Managing the Poor Performer

Valerie Stewart



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Poor performers cost money. Mistakes mount and morale dips, as companies' image and results suffer. What can the skilful manager do about staff whose work is consistently below standard? This all too common difficulty, largely ignored by the literature of management, is the theme of this book. Drawing extensively on real-life examples and interview material, it explains: how to recognise poor performance; how to diagnose its likely causes; how to decide on an appropriate remedy; how to carry out the necessary action in a supportive way; and how to monitor results to ensure lasting improvement.

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