

**Introduction**

It is vital that a business has fair, consistent and transparent procedures for the handling of performance issues. Good procedures will enable a business to stay within the boundaries of employment legislation and good practice encouraging Managers to take action, as and when appropriate.

**Aims**

This short workshop covers the subject of employee conduct and capability and aims to provide guidance on the effective management of employees a) whose conduct at work is unsatisfactory or b) who are underperforming.

**In brief, this workshop includes:**

Meaning of misconduct and capability  
Distinction between capability and conduct  
How each situation should be handled

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