

€ TRAINING

Managing Employee Performance,
Behaviour & Attitudes



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Introduction:

The key to understand and manage people efficiently is to know something about what makes people think. What determines individual behavior and motivation? This program looks at the underlying assumptions we make about human behavior and explains them. and how to apply this knowledge to understand how to make Performance management more effective and efficient.

Course Objectives:

At the end of this course the participants will be able to:

- Understand human behavior
- Understand how the attitude affects behavior and motivation
- Manage employee performance
- Learn how to be more effective as a manager or supervisor
- Get the best out of their people
- Develop a clearer picture of their attitudes and behavior, and t
- Improve their skills in practical performance management - such as appraisal, discipline, and grievance
- Achieve results that rely on interaction with other
- Develop their confidence and interpersonal skills

Targeted Audience:

- Supervisors
- Team leaders
- Employees interested to get new skills to improve their profile

Course Outlines:

Unit 1: Performance and the Individual:

- Psychological profiles - Jungian typology and understanding human behavior
- How competency frameworks support performance management
- Human behavior survey
- The Iceberg model to understand the behavior
- Models of Performance Management
- The JOHARI window

Unit 2: Managing Employee Performance:

- Discipline, capability, and grievance
- Recognizing the difference between capability and conduct issues
- The "rules of Natural Justice"
- The purposes of discipline
- Inefficiency and box markings
- Models of motivation and behavior

Unit 3: The Assertiveness Model of Behaviour and Attitudes:

- Identifying and recognizing the types of behavior:
- Aggressive
- Indirectly aggressive
- Passive aggressive
- Assertive
- Communication skills
- Being proactive with people

Unit 4: Exercises with Behaviour and Attitudes:

- Managing performance
- The Performance Appraisal Interview
- Discipline and grievance case studies and examples
- Dealing with discipline and Grievance cases
- Case studies - real stories explored and developed

Unit 5: Attitudes and Attitudes to Self:

- The Behaviour mirror diagnostic tool
- Social styles
- Behavior model