



*Training Course:  
Managing Employee Performance, Behaviour &  
Attitudes*

*26 - 30 August 2024  
Milan (Italy)*

## Training Course: Managing Employee Performance, Behaviour & Attitudes

Training Course code: HR1088 From: 26 - 30 August 2024 Venue: Milan (Italy) - Training Course Fees: 5250 € Euro

### Introduction

The key to understanding and managing people effectively is to know something about what makes people tick. What are the things that determine individual behavior and motivation. This program looks at the underlying assumptions we make about human behavior and explains them. In particular the workshop will apply this knowledge to understand how to make Performance management more effective and efficient.

### Course Outlines of Managing Employee Performance, Behaviour & Attitudes

As a result of attending this workshop, delegates will have developed:

- A clearer understanding of human behavior
- A clear appreciation of how attitude affects behavior and motivation
- Be clearer on how to manage employee performance by:
  - Having practiced performance appraisal interviewing
  - Having worked through discipline and grievance case studies and examples
- A clearer understanding of their behavior and attitudes

### Course Process of Managing Employee Performance, Behaviour & Attitudes

The workshop uses a variety of learning methods, including mini-lectures, extended case studies, and self questionnaires. There will also be small group work, class discussion, and multimedia training aids.

### Course Benefits of Managing Employee Performance, Behaviour & Attitudes

- Be more effective as a manager or supervisor
- Get the best out of your people
- Have developed a clearer picture of their own attitudes and behavior, and therefore also, of the motivation, attitudes, and behavior of other people.
- Improve your skills in practical performance management - such as appraisal, discipline, and grievance

### Course Results of Managing Employee Performance, Behaviour & Attitudes

- Delegates will be better able to achieve results that rely on interaction with other people
- Delegates will be able to get the maximum out of the performance management system
- Delegates will be able to develop their confidence and interpersonal skills

### Core Competencies of Managing Employee Performance, Behaviour & Attitudes

- Communication skills - oral and body language
- Interpersonal relationship skills
- Performance management

- Self - development

## Course Outlines of Managing Employee Performance, Behaviour & Attitudes

### Day One

#### Performance and the Individual

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

### Day Two

#### 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

### Day Three

#### 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

### Day Four

#### Exercises with Behaviour and Attitudes

- Managing performance -The Performance Appraisal Interview
- Role plays - dealing with discipline and Grievance cases
- Case studies -real stories explored and developed

### Day Five

#### Attitudes and Attitudes to Self

- The Behaviour mirror diagnostic tool
- Social styles -a behavior model



- Program review

## Registration form on the Training Course: Managing Employee Performance, Behaviour & Attitudes

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Complete & Mail or fax to Global Horizon Training Center (GHTC) at the address given below

### Delegate Information

Full Name (Mr / Ms / Dr / Eng): .....  
 Position: .....  
 Telephone / Mobile: .....  
 Personal E-Mail: .....  
 Official E-Mail: .....

### Company Information

Company Name: .....  
 Address: .....  
 City / Country: .....

### Person Responsible for Training and Development

Full Name (Mr / Ms / Dr / Eng): .....  
 Position: .....  
 Telephone / Mobile: .....  
 Personal E-Mail: .....  
 Official E-Mail: .....

### Payment Method

- Please find enclosed a cheque made payable to Global Horizon
- Please invoice me
- Please invoice my company

### Easy Ways To Register

Telephone:  
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place.

Fax your completed  
registration  
form to: +20233379764

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info@gh4t.com  
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Complete & return the  
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