



*Conference:  
Managing Employee Performance, Behaviour &  
Attitudes*

*23 - 27 December 2024  
Casablanca (Morocco)  
New Hotel*

## Conference: Managing Employee Performance, Behaviour & Attitudes

Conference code: CO8170 From: 23 - 27 December 2024 Venue: Casablanca (Morocco) - New Hotel Conference Fees: 4675 € 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 behaviour and motivation. This programme looks at the underlying assumptions we make about human behaviour and explains them. In particular the workshop will apply this knowledge to understanding how to make Performance management more effective and efficient.

### Objectives

- 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

### Process

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.

### Benefits

- 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 behaviour, and therefore also, of the motivation, attitudes and behaviour of other people.
- Improve your skills in practical performance management - such as appraisal, discipline and grievance

### Results

- 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

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

## Outlines

### Day 1: 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 behaviour
- Models of Performance Management
- The Johari window

### Day 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

### Day 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

#### Day 4: 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 5: Attitudes and Attitudes to Self

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

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

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

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