



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

*3 - 7 March 2025
Milan (Italy)*

Training Course: Managing Employee Performance, Behaviour & Attitudes

Training Course code: HR3030 From: 3 - 7 March 2025 Venue: Milan (Italy) - Training Course Fees: 5500 € 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.

Objectives

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

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

- Be more effective as a manager or supervisor
- Get the best out of your people
- Have developed a clearer picture of their 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

- 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 behavior
- 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 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

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