



*Training Course:
Understanding Human Performance*

*28 December 2026 - 8 January 2027
Milan (Italy)*

Training Course: Understanding Human Performance

Training Course code: HR1089 From: 28 December 2026 - 8 January 2027 Venue: Milan (Italy) - Training Course Fees: 9450 € Euro

Introduction

This program, designed by Global Horizon Training Center, focuses on the critical factors that drive human behavior, performance, and motivation within modern organizations.

Understanding why individuals behave the way they do is essential for effective management and leadership. This program explores the psychological, behavioral, and environmental factors that influence employee performance, providing participants with the frameworks and tools needed to manage people more effectively.

In today's workplace, employees are increasingly affected by both professional and personal challenges such as stress, workload pressure, job insecurity, and organizational change. These factors significantly impact productivity, engagement, and overall organizational performance. This program addresses these challenges by equipping participants with practical techniques to manage performance, support employees, and foster a healthy and productive work environment.

Objectives

By the end of this program, participants will be able to:

- Understand key drivers of human behavior and performance
- Analyze how attitudes influence motivation and workplace outcomes
- Apply effective performance management techniques, including appraisal and feedback
- Differentiate between capability and behavioral issues in employees
- Identify and manage workplace stress and employee-related challenges
- Develop and implement effective workplace interventions
- Apply counseling and coaching techniques to support employees
- Design strategies to improve motivation and engagement
- Implement best practices in managing employee relations and performance issues

Target Audience

- HR Professionals and Employee Relations Specialists
- Line Managers, Supervisors, and Team Leaders
- Organizational Development and Training Professionals
- Anyone responsible for managing people and performance
- Professionals seeking to enhance leadership and interpersonal effectiveness

Outlines

Module 1: Managing Employee Performance, Behaviour & Attitudes

Day 1: Performance and the Individual

- Psychological profiles and understanding human behavior
- Competency frameworks in performance management
- Human behavior assessment tools
- The Iceberg Model of behavior
- Performance management models
- The Johari Window

Day 2: Managing Employee Performance

- Discipline, capability, and grievance management
- Differentiating capability vs. conduct issues
- Principles of natural justice
- Managing inefficiency
- Motivation and behavior models

Day 3: Behaviour and Attitudes Models

- Types of behavior: aggressive, passive, assertive
- Communication and interpersonal effectiveness
- Proactive behavior management

Day 4: Practical Applications

- Performance appraisal interviews
- Role plays: discipline and grievance handling
- Case studies and real-life scenarios

Day 5: Self-Awareness and Behavioural Development

- Behavioral diagnostic tools
- Social styles and personality models
- Program review and reflection

Module 2: Managing People at Work

Day 6: People Problems at Work

- Introduction to workplace psychology
- Identifying employee challenges
- Supporting employees effectively
- Impact of personal issues on performance
- Employee Assistance Programs EAP
- Steps to establish EAP frameworks

Day 7: Understanding Stress

- Definition and types of stress
- Workplace stressors and pressures
- Impact of stress on performance
- Short-term and long-term stress symptoms
- Stress management techniques
- Identifying stress causes work & personal

Day 8: Counseling and Communication Skills

- Communication fundamentals
- Interviewing and basic counseling techniques
- Active listening skills
- Body language awareness
- SOLER counseling model
- Motivational coaching techniques

Day 9: Motivation in the Workplace

- The psychology of motivation
- Individual and team motivation strategies
- Reward systems and incentives
- Case study: absenteeism and engagement

Day 10: Trauma and Crisis Management

- Understanding workplace trauma
- Critical Incident Stress Debriefing CISD
- Workplace trauma management models
- Policies and procedures for crisis situations
- Media and communication management
- Grief counseling and recovery support
- Understanding Post-Traumatic Stress Disorder PTSD

Registration form on the Training Course: Understanding Human Performance

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

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Payment Method

- Please find enclosed a cheque made payable to Global Horizon
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