



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

*28 September - 2 October 2026
Cape Town (South Africa)
DoubleTree by Hilton Cape Town - Upper Eastside*

Training Course: Managing Employee Performance, Behaviour & Attitudes

Training Course code: HR1088 From: 28 September - 2 October 2026 Venue: Cape Town (South Africa) - DoubleTree by Hilton Cape Town - Upper Eastside Training Course Fees: 6350 € Euro

Introduction

This program, designed by Global Horizon Training Center, focuses on developing a deep understanding of human behavior and its direct impact on employee performance, motivation, and workplace effectiveness.

Effective people management begins with understanding what drives individuals—their attitudes, perceptions, and behavioral patterns. This program examines the psychological foundations of behavior and provides practical frameworks to help managers and HR professionals enhance performance management systems.

Participants will explore how to align individual behavior with organizational goals, handle performance challenges, and apply structured approaches to discipline, feedback, and appraisal. The program combines theory with practical application to ensure measurable improvements in managing employee performance.

Objectives

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

- Develop a clear understanding of human behavior and its workplace implications
- Analyze how attitudes influence performance and motivation
- Apply effective performance management techniques and frameworks
- Conduct structured performance appraisal interviews
- Differentiate between capability and conduct-related issues
- Handle discipline and grievance cases using best practices
- Enhance interpersonal and communication skills
- Improve confidence in managing employee performance and behavior

Target Audience

- HR Professionals and Employee Relations Specialists
- Line Managers, Supervisors, and Team Leaders
- Organizational Development Professionals
- Anyone responsible for managing employee performance and behavior
- Professionals seeking to strengthen leadership and people management skills

Outlines

Day 1: Performance and the Individual

- Psychological profiles and Jungian typology
- Understanding human behavior in the workplace
- Competency frameworks and performance management
- Human behavior assessment tools
- The Iceberg Model of behavior
- Models of performance management
- The Johari Window

Day 2: Managing Employee Performance

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

Day 3: Behaviour and Attitudes Models

- Types of behavior: aggressive, passive, assertive
- Communication and behavioral awareness
- Developing assertiveness in the workplace
- Proactive people management techniques

Day 4: Practical Applications

- Performance appraisal interview techniques
- Role plays: discipline and grievance handling
- Case studies and real-life workplace scenarios
- Applying behavioral models in practice

Day 5: Self-Awareness and Behavioural Development

- Behavioral diagnostic tools
- Social styles and personality models
- Self-awareness and attitude development
- Program review and key takeaways

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

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