



Conference:
Managing Employee Performance, Behaviour & Attitudes

17 - 21 May 2027
Madrid (Spain)

Conference: Managing Employee Performance, Behaviour & Attitudes

Conference code: CO8170 From: 17 - 21 May 2027 Venue: Madrid (Spain) - Conference Fees: 6300 € 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

Target Audience

- HR managers, HR officers, and HR business partners involved in performance management
- Line managers and supervisors responsible for employee performance and team management
- Employee relations specialists handling discipline and grievance cases
- Organizational development professionals focused on behavior and culture
- Performance appraisal and talent management professionals
- Team leaders and department heads managing staff performance and motivation
- Training and development professionals supporting behavioral improvement and leadership skills
- Consultants in HR, performance management, and organizational behavior
- Anyone responsible for conducting performance appraisals or managing employee relations issues
- Professionals seeking to improve understanding of human behavior, motivation, and workplace attitudes

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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