



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

*18 - 22 January 2027
Kigali (Rwanda)*

Training Course: Managing Employee Performance, Behaviour & Attitudes

Training Course code: HR3030 From: 18 - 22 January 2027 Venue: Kigali (Rwanda) - Training Course Fees: 6350 € Euro

Introduction

Effective performance management is fundamentally rooted in understanding [human behavior, attitudes, and motivation drivers](#). Organizations often focus on systems, KPIs, and appraisal tools, yet overlook the psychological and behavioral dimensions that directly influence employee performance.

This program addresses that gap by integrating [behavioral science, performance management frameworks, and practical managerial techniques](#). It explores how individual attitudes shape workplace behavior, how managers' assumptions influence outcomes, and how structured interventions—such as appraisal, discipline, and feedback—can be applied more effectively.

Participants will gain both conceptual clarity and hands-on capability to manage performance issues, differentiate between conduct and capability problems, and apply fair and consistent people management practices aligned with organizational standards.

Program Objectives

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

- Develop a structured understanding of [human behavior and workplace psychology](#)
- Analyze how [attitudes influence performance, motivation, and engagement](#)
- Apply effective [performance management models and frameworks](#)
- Conduct professional [performance appraisal interviews](#)
- Differentiate between [capability issues and disciplinary conduct issues](#)
- Apply fair processes based on [Natural Justice principles](#)
- Improve communication using [assertiveness and behavioral techniques](#)
- Manage employee relations cases discipline, grievance with confidence

Target Audience

- Line Managers and Supervisors
- HR Professionals and Employee Relations Specialists
- Team Leaders and Department Heads
- Professionals involved in performance management systems
- Anyone responsible for managing people performance and behavior

Program Outline

Day 1: Performance and the Individual

- Introduction to workplace psychology and behavior
- Understanding personality types Jungian typology
- Human behavior frameworks and assumptions
- Competency frameworks and their role in performance management
- The **Iceberg Model**: visible vs. hidden aspects of behavior
- The **Johari Window**: self-awareness and interpersonal understanding
- Behavioral diagnostics and self-assessment

Day 2: Managing Employee Performance

- Core principles of performance management systems
- Distinguishing between **capability vs. conduct issues**
- Managing underperformance effectively
- Introduction to disciplinary processes
- The concept of **Natural Justice** in HR practices
- Managing inefficiency and performance gaps
- Models of motivation and behavioral response

Day 3: Behaviour & Attitude Models Assertiveness Framework

- Types of workplace behavior:
 - Aggressive
 - Passive
 - Passive-aggressive
 - Assertive
- Impact of behavior styles on team dynamics
- Developing assertiveness as a managerial skill
- Communication techniques for influencing behavior
- Proactive people management strategies

Day 4: Practical Performance Management Applications

- Conducting effective **Performance Appraisal Interviews**
- Structuring feedback conversations
- Role-play simulations:
 - Handling poor performance
 - Managing disciplinary cases
 - Addressing grievances
- Real-life case studies and scenario analysis
- Applying behavioral insights in managerial decisions

Day 5: Attitudes, Self-Awareness & Behavioral Development

- Understanding attitudes and their impact on leadership effectiveness
- The **Behavior Mirror Diagnostic Tool**
- Social styles and behavioral patterns
- Enhancing emotional intelligence in performance management
- Personal development planning

- Program review and action planning

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

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