



## Managing Employee Performance, Behaviour and Attitudes Training

### Description

#### Introduction

This course explores the complex area of human behaviour and performance. Essentially, Managing Performance is about getting the right things done in the right way by the right people. Accordingly, it involves directing and supporting employees in line with the organisation's vision and aims, and ensuring that the organisation's strategic goals reflect the needs of the business and are understood by all employees. But it also means that HR Professional, Business Partners and Leaders need to understand human psychology, human behaviour and employee attitudes.

#### This course will feature:

- Understanding of human behaviour
- Managing good and poor performance
- Understanding talent management & succession planning
- How to make a Performance Appraisal System Work
- Understanding the behaviour of others

#### Objectives

- Identify & list the key competencies of Emotional Intelligence
- Illustrate examples of performance decline and the appropriate interventions
- Differentiate between talent management & succession planning
- Formulate a business case for appropriate performance appraisal
- Evaluate the basics of group dynamics

#### Content

##### Day One

##### Understanding the individual

- Understanding human psychology
- Understanding yourself
- The Johari window
- How are attitudes formed?
- Your personality style explored
- Emotional Intelligence (EI)

## Day Two

### Performance Improvement Planning (PIP)

- Introduction to PIP
- Understanding performance decline
- Factors affecting work performance
- Work performance interviewing
- Communication skills for performance improvement
- Managing good performance – behavioural reinforcement theory

## Day Three

### Driving Performance through Talent Management

- Talent management – explored
- Employee Resourcing in Context
- Introducing basics of manpower planning
- Flexibility and introducing the 'flexible firm'
- Differentiating succession management & talent management
- Nationalisation & Talent Management

## Day Four

### How to make a Performance Appraisal System Work

- The principles of effective performance appraisal
- Why performance appraisal matters
- Performance management in a multi-cultural setting
- Common reasons for failure and mistakes made
- How to deal with common mistakes and minimise failure
- How to structure an appraisal meeting – a step-by-step outline

## Day Five

### Understanding Others

- Behaviour styles – passive, aggressive, passive-aggressive & assertive
- Giving feedback with Emotional Intelligence (EI)
- Providing appropriate career-path planning – supporting development
- The psychology of the group
- An introduction to group dynamics

- Personal Action Planning

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