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.

www.acculearn.co.uk

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

www.acculearn.co.uk

- 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

www.acculearn.co.uk