

Managing Employee Performance, Behaviour & Attitudes Dealing with People Issues & Difficulties in the Workplace



Date	(\$) Fees
10 March -14 March 2024 Kuala Lumpur	3500

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Why Choose this Training Course?

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 Professionals, 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

What are the Goals?

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

- 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

Who is this Training Course for?

This course is suitable to a wide range of professionals but will greatly benefit:

- HR Business Partners
- All HR and Learning and Development professionals
- Leaders and Managers who have responsibility for performance

- Those who are new to managing people and are looking for an insight into human behaviour

How will this Training Course be Presented?

This course will utilise a variety of proven adult learning techniques to ensure maximum understanding, comprehension and retention of the information presented. This includes dynamic presentations that support each of the topics together with interactive trainer lead sessions of discussion.

There will also be numerous practical sessions where participants have the opportunity to participate and experience topics. Case studies, DVD's, small group work, exercises and feedback will be used to facilitate learning.

The Course 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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