

aractech

Global Learning for Operational Leaders



HUMAN RESOURCES AND TRAINING | HRT-066

Managing Employee Performance, Behaviour & Attitudes

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Course content

Why Attend

Employee performance and workplace behavior significantly influence organizational success and productivity. This course provides participants with practical approaches to understanding employee attitudes, improving performance management processes, strengthening communication, and addressing workplace challenges effectively while supporting employee growth and development.

Course Methodology

- The course combines interactive presentations, case studies, practical exercises, role plays, group discussions, self-assessment activities, and workplace simulations to ensure effective application of concepts and techniques.

Course Objectives

- Understand behavioral and psychological factors affecting workplace performance
- Apply effective performance management techniques
- Improve communication and feedback skills
- Support employee development and talent management initiatives
- Conduct effective performance appraisal discussions
- Address challenging behaviors and workplace conflicts professionally

Target Audience

- HR professionals
- Managers and supervisors
- Team leaders
- Employee relations specialists

Course outline

Detailed course outline

Day-by-day outline for Managing Employee Performance, Behaviour & Attitudes.

Day 1 - Understanding Human Behaviour and Emotional Intelligence

- Exploring psychological factors that influence workplace behavior
- Understanding self-awareness and interpersonal awareness concepts
- Examining how beliefs and attitudes influence performance and behavior
- Identifying different personality characteristics and working styles
- Understanding emotional intelligence and its impact on workplace relationships
- Developing self-awareness and stronger interpersonal effectiveness

Day 2 - Performance Improvement and Employee Development

- Understanding the principles of employee performance management
- Identifying causes of declining performance and workplace barriers
- Applying structured approaches to performance discussions
- Strengthening communication skills for performance-related conversations
- Applying positive reinforcement techniques to encourage performance improvement
- Developing practical approaches to performance improvement planning

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Day 3 - Talent Management and Workforce Performance

- Understanding talent management concepts and organizational value
- Reviewing employee sourcing and workforce planning approaches
- Exploring resource planning concepts and workforce flexibility strategies
- Understanding workforce structures and changing organizational needs
- Differentiating succession planning and talent development approaches
- Developing strategies for sustaining workforce capability and performance

Day 4 - Performance Feedback and Appraisal Effectiveness

- Understanding the principles of effective performance evaluation processes
- Managing performance discussions within diverse workplace environments
- Recognizing common appraisal challenges and reducing evaluation errors
- Structuring productive and effective performance review meetings
- Applying emotional intelligence principles when delivering feedback
- Strengthening employee engagement through constructive discussions

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Day 5 - Managing Difficult Behaviors and Workplace Relationships

- Supporting career development and employee growth opportunities
- Understanding and managing challenging workplace behaviors
- Identifying behavioral communication styles and response approaches
- Managing difficult conversations and workplace interactions effectively
- Handling emotionally charged situations professionally
- Developing a personal action plan for continuous management improvement

Seminar dates

Available seminar dates

Live dates and pricing for Managing Employee Performance, Behaviour & Attitudes generated from the course details page.

Date	Location	Format	Fee
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