

# Managing Employee Performance, Behaviour and Attitudes

*Dealing with People Issues & Difficulties  
in the Workplace*

## ONLINE TRAINING COURSE OVERVIEW

People are at the core of any workplace, but people can be very complex in their behaviours and attitudes. Managing people and their performance requires specialist skills and attitudes that many leaders, managers, and supervisors struggle with these issues. This exciting and very practical Anderson online training course will provide the opportunity to develop your people management skills in a safe, fun, and informative learning environment. This is a vital course for any supervisor, manager or leader who needs to manage employee performance, behaviour and attitudes

### UPCOMING SESSION

15 - 19 August 2021  
11:00 to 16:00 Dubai [GMT +4]  
Fees: \$2,350

21 - 25 November 2021  
11:00 to 16:00 Dubai [GMT +4]  
Fees: \$2,350



## ONLINE TRAINING COURSE OBJECTIVES

By attending this Anderson online training course, delegates will be able to:

- 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

## DESIGNED FOR

This Anderson online training course is suitable to a wide range of professionals in all sectors. For example:

- HR Administrators and Assistants
- HR Officers who need a thorough understanding of key HR principles
- Those who have recently joined an HR Department
- Those working in HR without formal HR Qualifications
- Newly appointed HR Business Partners
- Those who wish to enter the HR field
- Any existing HRM personnel who need to stay up-to-date on current HR practices
- Technical staff transferring to an HR Department

## THE COURSE CONTENT

Among a range of valuable topics the following will be given high priority:

- The context for HR – rationale for evidence based approach
- Integrated Human Resource Planning
- Human Capital Management
- Standard measures of effectiveness
- Theories of organisation change and how to use them
- Learning & development
- The balanced score card
- Motivation & analytics
- Empowerment and Accountability
- Performance Management - the four-stage process

### PROFESSIONAL RECOGNITION AND ACCREDITATION



HR Certification Institute's® ([www.HRCI.org](http://www.HRCI.org)) official seal confirms that Anderson Executive Development Centre meets the criteria for pre-approved recertification credit(s) for any of HRCI's eight credentials, including SPHR® and PHR®.

### THE CERTIFICATE

- Anderson e-Certificate of Completion will be provided to delegates who attend and complete the course
- The HRCI Approved Provider Seal and the corresponding Recertification Credit Hours Awarded will be reflected on the Certificate of Completion