



Certified Human Resource Professional

Managing Employee Performance, Behaviour and Attitudes

► Upcoming Sessions

25-29 Nov 2024	Dubai - UAE	\$6,250
17-21 Feb 2025	Dubai - UAE	\$6,250
16-20 Jun 2025	London - UK	\$6,250
24-28 Nov 2025	Dubai - UAE	\$6,250

► Training Details

Training Course Overview

At the heart of every workplace lie people, each with their own intricate behaviors and attitudes. Navigating and optimizing their performance demands specialized skills and mindsets—challenges that often perplex leaders, managers, and supervisors.

Embark on an exciting journey with the Anderson training course, designed to equip you with the essential tools to master the art of people management. Delivered in a dynamic, engaging, and informative setting, this course offers a safe space for skill enhancement.

Indispensable for supervisors, managers, and leaders alike, this course is tailored for those tasked with overseeing employee performance, behavior, and attitudes.

Training Course Objectives

By attending this Anderson 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 training course is suitable to a wide range of professionals but will greatly benefit:

- ▶ Leaders, managers, and supervisors who needs to improve their skills in people management
- ▶ Human resource personnel including HR business partners
- ▶ All supervisors, middle managers & department heads
- ▶ Learning and development professionals
- ▶ All staff interested in developing these specialist skills

► Training Details

Day One: Understanding Yourself and Others

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

Day Two: Performance Improvement Planning (PIP)

- ▶ Introduction to performance management of people
- ▶ Understanding performance decline and the factors affecting performance
- ▶ Work performance interviewing
- ▶ Communication skills for the performance interview
- ▶ Managing good performance – behavioural reinforcement theory

Day Three: Driving Performance through Talent Management

- ▶ Talent management – explored
- ▶ Employee resourcing: best practices
- ▶ Introducing basics of manpower planning
- ▶ Flexibility and introducing the 'flexible firm'
- ▶ Differentiating succession management & talent management

Day Four: Giving Feedback and Making Appraisal Work

- ▶ The principles of effective performance appraisal
- ▶ Performance management in a multi-cultural setting
- ▶ How to deal with common mistakes and minimise failure
- ▶ How to structure an appraisal meeting - a step-by-step outline
- ▶ Giving feedback with Emotional Intelligence (EI)

Day Five: Dealing with 'Difficult' People

- ▶ Providing appropriate career-path planning - supporting development
- ▶ Dealing with difficult people and stakeholders
- ▶ Behaviour styles – passive, aggressive, passive-aggressive & assertive
- ▶ Handling aggression in others
- ▶ Personal Action Planning

► The Certificate

- ▶ Anderson Certificate of Completion will be provided to delegates who attend and complete the course
- ▶ **Anderson Professional Certification (APC)**® Certificate will be provided to delegates who successfully complete and pass the APC assessment

► INFO & IN-HOUSE SOLUTION

For more information about this course, call or email us at:

Call us: +971 4 365 8363

Email: info@anderson.ae

Request for a Tailor-made training and educational experience for your organization now:

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