



Managing Employee Performance, Behaviour and Attitudes

Dealing with People Issues & Difficulties in the Workplace

► Upcoming Sessions

10-14 Feb 2025	Online	\$3,950
05-09 May 2025	Online	\$3,950

► Training Details

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

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:

- ▶ 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

▶ Preview

10:30 - 11:00	:	Welcome, Setup, Registration
11:00 - 12:30	:	First Session
12:30 - 12:45	:	Break (15 minutes)
12:45 - 14:15	:	Second Session
14:15 - 14:30	:	Break (15 minutes)
14:30 - 16:00	:	Third Session

▶ Accreditation



The use of this official seal confirms that this Activity has met HR Certification Institute's® (HRCI®) criteria for recertification credit pre-approval.

▶ The Certificate

- ▶ An Anderson e-Certificate will be provided to delegates who attend and complete the online training course
- ▶ The HRCI Approved Provider Seal and the corresponding Recertification Credit Hours

▶ 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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