

5 Days

Managing Employee Performance, Behaviour and Attitudes

Dealing with People Issues & Difficulties in the Workplace

Upcoming Sessions

10-14 Jun 2024	London - UK	$5,950
25-29 Nov 2024	Dubai - UAE	$5,950
17-21 Feb 2025	Dubai - UAE	$5,950

Training Details

Training Courses 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 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

Training Courses 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 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

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

- Anderson 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

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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