MERCURY

Managing Banks Employee Performance, Behavior & Attitudes

25 – 29 January 2027
Vienna (Austria)



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Ref: 15200_1079817 **Date:** 25 – 29 January 2027 **Location:** Vienna (Austria) **Fees:** 5900 Euro

Introduction:

The key to understanding and managing people is knowing what makes them think. What determines individual behavior and motivation? This bank employee performance, behavior, and attitudes management course explores and explains the underlying assumptions we make about human behavior, helping us apply this knowledge to make performance management in the banking sector more effective and efficient.

Incorporating these elements into the course outline ensures a comprehensive approach to managing banks' employee performance, behavior, and attitudes. This enhanced course is tailored to address the complex dynamics of employee performance in the banking sector and provide practical solutions for effective management.

Targeted Groups:

- Supervisors.
- Team leaders.
- Bank employees are interested in gaining new skills to improve their profile through specialized bank employee training.

Course Objectives:

At the end of this bank employee performance, behavior, and attitudes management course, participants will be able to:

- Understand human behavior and its influence on employee performance.
- Understand how attitude affects behavior and motivation among bank employees.
- Manage bank employee performance efficiently.
- Learn how to be more effective as a manager or supervisor in the banking context.
- Get the best out of their people through effective employee behavior management.
- Develop a clearer picture of their attitudes and behavior, and tailor their management approach accordingly.
- Improve their skills in practical performance management - such as appraisal, discipline, and grievance.
- Achieve results that rely on interaction with others.
- Develop their confidence and interpersonal skills.

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Targeted Competencies:

Upon the end of this bank employee performance, behavior, and attitudes management training, participants' competencies will be able to improve:

- Communication skills.
- Body language.
- Interpersonal relationship skills.
- Performance management techniques specific to the banking sector.
- Self-development.

Course Content:

Unit 1: Performance and the Individual:

- Psychological profiles - Jungian typology and understanding human behavior.
- How do competency frameworks support performance management?
- Human behavior survey.
- The Iceberg model for understanding behavior.
- Models of Performance Management.
- The JOHARI window.

Unit 2: Managing Employee Performance:

- Discipline, capability, and grievance within a bank setting.
- Recognize the difference between capability and conduct issues.
- The "rules of Natural Justice."
- The purpose of discipline in managing bank employee attitudes.
- Inefficiency and box markings.
- Models of motivation and employee behavior.

Unit 3: The Assertiveness Model of Behavior and Attitudes:

- Identifying and recognizing the types of behavior:
  - Aggressive.
  - Indirectly aggressive.
  - Passive aggressive.
  - Assertive.
- Communication skills tailored for employee behavior management.
- Being proactive with people.

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Unit 4: Exercises with Behavior and Attitudes:

- Manage performance is uniquely related to employee performance in the banking sector.
- The Performance Appraisal Interview.
- Discipline and grievance case studies and examples.
- Deal with discipline and Grievance cases in the banking environment.
- Case studies - real stories explored and developed focusing on bank employee behavior.

Unit 5: Attitudes and Attitudes to Self:

- The behavior mirror diagnostic tool.
- Social styles.
- Behavior model targeted at understanding bank employee attitude and its impact.