MERCURY

Understanding Human Performance Improvement Training Course

4 – 15 April 2027
Amman (Jordan)



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Ref: 3031_253513 **Date:** 4 – 15 April 2027 **Location:** Amman (Jordan) **Fees:** 5500 Euro

Introduction

Knowing the drivers determining individual behavior, action, and motivation is the key to understanding and managing people. This human performance improvement program delves into our assumptions about human behavior and psychology. Human performance principles guide us in deciphering why people do what they do and how to foster an environment that supports human performance improvement.

People are complex, and many factors, including personal and work-related challenges, can influence their performance at work. From workplace stress and marriage issues to job insecurity, the myriad of potential problems can significantly impact employees' health and performance. Human performance safety training considers these aspects to mitigate the risk and cost to the employer.

Human performance certification programs often include coping strategies for stress, now increasingly prevalent in the workforce, as a core component for enhancing overall workplace wellness and productivity. The amount of employees suffering from stress and stress-related illnesses is rapidly rising. More than half 53% of people at work have suffered stress in the past 12 months, while one in four people had taken time off sick through stress in the previous year, according to the latest research by the International Stress Management Association.

Applying Human Performance Tools and the Improvement Process

Human performance tools are integral to the human performance improvement process. They are vital for identifying human performance traps and fostering human organizational performance.

Performance improvement certification, such as the human performance improvement certification, instills these tools to help professionals identify areas for improvement. Exploring these tools, participants will learn ways to facilitate safety and efficiency, embedding human performance safety practices into their organizational culture.

As part of an important and evolving field, the human performance improvement course highlights the importance of continuous learning and development for professionals in this sector.

Through this human performance training course, participants will develop a robust understanding of human performance improvement and the necessary skills to implement effective organizational strategies.

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Targeted Groups

- Managers, supervisors, and team leaders.
- HR personnel.
- Training managers and training personnel.
- Succession planners and those responsible for people development.
- HR practitioners and line professionals.
- Professionals with an interest in people management and development.

Course Objectives

Participants in this human performance training course will be equipped with the knowledge to:

- Clearly understand human behavior.
- Comprehend how attitude impacts behavior and motivation.
- Manage employee performance through:
  - Performance appraisal interviewing practice
  - Discipline and grievance case studies and examples
- Recognize and address people's problems at work.
- Develop critical skills for stress management.
- Formulate effective workplace interventions.
- Motivate and counsel team members.
- Implement best practices for managing employee issues.
- Enhance practical skills in people management.
- Effectively get the best out of their team members.

Targeted Competencies

At the end of this human performance improvement course, the target competencies will be able to evolve:

- Communication skills - oral and body language.
- Interpersonal relationship skills.
- Performance management.
- Self-development.
- Understanding stress management theory and practice.
- Applying effective stress management interventions in the workplace.
- Implementing an efficient Employee Assistance Program EAP.
- Understanding PTSD and CISD.
- Developing effective motivation strategies.

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Course Content

Unit 1: Performance and the Individual

- Psychological profiles - Jungian typology and understanding human behavior.
- How competency frameworks support performance training solutions.
- Human behavior questionnaire.
- The Iceberg model for understanding behavior.
- Models of performance management.
- The "Johari window".

Unit 2: Managing Employee Performance

- Discipline, capability, and grievance.
- Recognizing the difference between capability and conduct issues.
- The "rules of Natural Justice."
- The purposes of discipline.
- Inefficiency and box markings.
- Models of motivation and behavior.

Unit 3: The Assertiveness Model of Behaviour and Attitudes

- Identifying and recognizing the types of behavior:

  - Aggressive.
  - Indirectly aggressive.
  - Passive aggressive.
  - Assertive.

- Communication skills.
- Being proactive with people.

Unit 4: Exercises with Behaviour and Attitudes

- Managing performance - The performance appraisal interview.
- Case studies.

Unit 5: Attitudes and Attitudes to Self

- The behavior mirror diagnostic tool.
- Social styles - a behavior model.

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Unit 6: People's Problems at Work

- Introduction to human psychology.
- Understanding people's problems.
- Ways of helping people.
- Impact of work - performance issues.
- Employee Assistance Programs EAPs.
- Steps to establish an EAP.

Unit 7: Understanding Stress

- Defining stress - Recognizing the signs in mind and body.
- Contributors to workplace pressures.
- The effect of stress on personal performance.
- Short-term and long-term stress symptoms.
- Stress management techniques.
- Major causes of workplace and home stress.

Unit 8: Basic Counselling Skills

- The essence of communication.
- Techniques for interviewing/basic counseling skills.
- Developing active listening skills.
- Understanding body language.
- SOLER Techniques for counseling.
- Motivational coaching techniques.

Unit 9: Understanding Motivation

- The psychology of motivation.
- Motivation at work.
- Team and group motivation.
- Understanding reward systems.

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Unit 10: Critical Incident Stress CISD and Trauma Counseling

- Defining traumatic events.
- A model for workplace trauma management.
- Policy, plans, and procedures.
- Managing the media, preventive training, and information distribution.
- Debriefing and grief counseling.
- Traumatic Stress and Posttraumatic Stress Disorder PTSD.