



Managing Employee Performance, Behavior & Attitudes Course

22 – 26 February 2027
Milan (Italy)



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Introduction

The key to understanding and managing people is comprehending the factors that shape human behavior and motivation.

This employee performance and behavior management course delves into our underlying assumptions about human behavior and elucidates them.

It also demonstrates how to apply this knowledge to make performance management more effective and efficient, positioning it as an essential component within behavior management courses.

Enhancing Behavior Management Skills

In the incorporating aspects of the management of aggressive behavior course, this segment focuses on developing the ability to identify various behaviors and apply assertiveness to manage situations effectively, contributing to better performance and workplace harmony.

Engaging in High-Performance Management

The final of this employee performance and behavior management course ties in with performance management training courses, utilizing diagnostic tools and social style models to facilitate self-awareness and adaptability in management practices.

It resonates with the thematic focus on performance management and employee engagement.

Targeted Groups

- Supervisors
- Team leaders
- Employees interested in acquiring new skills to improve their professional profile

Course Objectives

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

- Understanding human behavior within the context of an organizational behavior management course.
- Grasp how attitude affects behavior and motivation, emphasizing elements typical of an employee behavior and anger management course.
- Manage employee performance in alignment with an employee performance management course outline.
- Enhance their effectiveness as a manager or supervisor, akin to high-performance management courses.
- Extract the best potential from their teams, an aspect central to performance management and employee development.
- Develop a more nuanced understanding of personal attitudes and behavior.
- As required in managing performance training, improve their practical performance management skills, including appraisal, discipline, and grievance processes.
- Achieve results through interaction with others.
- Augment their confidence and interpersonal skills.

Targeted Competencies

- Communication skills
- Body language
- Interpersonal relationship skills
- Performance management
- 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.
- 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 Behavior and Attitudes

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

Unit 4: Exercises with Behavior and Attitudes

- Managing performance.
- The performance appraisal interview.
- Discipline and grievance case studies and examples.
- Dealing with discipline and grievance cases.
- Case studies - real stories explored and developed.

Unit 5: Attitudes and Attitudes to Self

- The behavior mirrors the diagnostic tool.
- Social styles.
- Behavior model.