# MERCURY

## Understanding the Basics of Human Performance Course

14 - 25 Jul 2025
Madrid (Spain)

# Understanding the Basics of Human Performance Course

**Ref.:**  1089_257441  **Date:**  14 - 25 Jul 2025  **Location:**  Madrid (Spain)  **Fees:**  8500  **Euro**

## Introduction

Understanding of the human performance improvement and measurement course delves into the intricacies of human behavior, motivation, and performance within various professional contexts. By exploring the psychological drivers of behavior, this human performance improvement and measurement course equips participants with the knowledge to effectively manage and improve human performance.

People are inherently complex and are impacted by many personal and workplace challenges. Issues such as work-related stress, interpersonal problems, and job insecurity can significantly affect an individual's health and performance, leading to a decline in overall workplace productivity.

The human performance improvement and measurement course addresses the rising concern of stress in the workplace, with research from the International Stress Management Association highlighting that a significant portion of the workforce experiences stress-related issues.

The amount of employees suffering from stress and stress-related illnesses is rapidly rising. More than half 53% of people at work have suffered from 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."

## Human Performance Measurement

This human performance improvement and measurement course will explore the tools and methods used to quantify and analyze human performance within professional settings. It will cover how metrics are determined, collected, and interpreted to guide improvements in performance.

A focused study on the strategies and criteria used to assess the effectiveness of human performance initiatives and interventions. This module would help human performance improvement and measurement course participants identify key performance indicators and use evaluation techniques to inform decision-making.

Insights on the latest approaches and methodologies for enhancing individual and team performance within organizations. It would include practical training strategies and interventions designed to elevate performance.

An in-depth study of the core principles guiding human performance, touching on theories, frameworks, and practices integral to the understanding and applying performance improvement strategies. It would address specific training programs geared toward elevating skills and competencies in performance management and improvement within various professional domains.

# Human Performance Certification

Addressing options for formal certification and recognition in human performance may benefit professionals seeking to establish expertise and credibility in the field.

By integrating these concepts into the human performance improvement and measurement course, participants would have a comprehensive education to prepare them for managing and improving human performance challenges.

## Targeted Groups

- Managers, Supervisors, and Team Leaders
- HR Staff
- Employees across all departments seeking to enhance their knowledge and skills to improve workplace performance

## Course Objectives

Upon completing this human performance improvement and measurement course, participants will have the ability to:

- Understanding human behavior.
- Appreciate how attitude affects behavior and motivation.
- Manage employee performance.
- Understand people's problems at work.
- Identify and develop the critical skills needed for stress management.
- Develop effective workplace interventions.
- Understand how to motivate and counsel others.
- Apply best practices in the management of employee problems.
- Get the best out of their people.
- Improve their skills in practical performance management - such as appraisal, discipline, and grievance.
- Develop practical skills in people management.
- Develop practical skills in trauma and crisis management.
- Learn how stress affects individuals' mental health at work.
- Identify and reduce stress in self and others.
- Learn the skills and knowledge necessary to motivate others.

## Targeted Competencies

- Communication skills - oral and body language.
- Interpersonal relationship skills.
- Performance management.
- Self-development.
- Understanding of stress management theory and practice.
- Effective stress management.
- Implementation of an effective Employee Assistance Program EAP.
- Understanding of PTSD and CISD.
- Develop an effective motivation strategy.

# 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 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 Behavior and Attitudes

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

## Unit 4: Exercises with Behavior and Attitudes

- Managing performance - the performance appraisal interview.
- Case studies - real stories explored and developed.

## Unit 5: Attitudes and Attitudes to Self

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

## 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

- What is Stress? - Recognizing the physical and behavioral signs and mental and physical stress.
- What contributes to workplace pressures?
- The impact of stress on personal performance - the positive and negative effects of stress.
- The symptoms of short-term and long-term stress.
- Stress management techniques.
- Individual Testing: The significant causes of stress at work and home.

## Unit 8: Basic Counseling Skills

- What is 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.
- Reward.
- Case study: absenteeism.

## Unit 10: Critical Incident Stress CISD and Trauma Counseling

- What constitutes a traumatic event?
- A Model for "workplace trauma management".
- Policy, plans, and procedures.
- Media management, preventive training, and information.
- Debriefing and grief counseling.
- Traumatic stress and posttraumatic stress disorder.

## Registration form on the :
## Understanding the Basics of Human Performance Course

**code:** 1089  **From:** 14 - 25 Jul 2025  **Venue:** Madrid (Spain)  **Fees:** 8500  **Euro**

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