



Managing Banks Employee  
Performance, Behaviour & Attitudes



# Managing Banks Employee Performance, Behaviour & Attitudes

## Introduction:

The key to understand and manage people efficiently is to know something about what makes people think. What determines individual behavior and motivation? This course looks at the underlying assumptions we make about human behaviour and explains them. and how to apply this knowledge to understand how to make Performance management more effective and efficient.

## Targeted Groups:

- Supervisors
- Team leaders
- Employees interested to get new skills to improve their profile

## Course Objectives:

At the end of this course the participants will be able to:

- Understand the human behavior
- Understand how the attitude affects behavior and motivation
- Manage employee performance
- Learn how to be more effective as a manager or supervisor
- Get the best out of their people
- Develop a clearer picture of their attitudes and behavior, and t
- Improve their skills in practical performance management - such as appraisal, discipline and grievance
- Achieve results that rely on interaction with other
- Develop 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 competency frameworks support performance management
- Human behavior survey
- The Iceberg model to understand behaviour
- 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
- 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 Behaviour mirror diagnostic tool
- Social styles
- Behavior model