informatech



HUMAN RESOURCES AND TRAINING | HRT-066

# Managing Employee Performance, Behaviour & Attitudes


**UK**
+44 33 000 111 90
info@informatech.co.uk
https://informatech.uk
63-66 Hatton Garden Hatton Garden
EC1N 8LE , London

**NL**
+31 85 74 444 46
info@infomatech.nl
https://infomatech.nl
Waarderweg 50 - 2031PB
Haarlem - Netherlands



# Course content

## Why Attend

Why Attend Employee performance and workplace behavior significantly influence organizational success and productivity. This course provides participants with practical approaches to understanding employee attitudes, improving performance management processes, strengthening communication, and addressing workplace challenges effectively while supporting employee growth and development.

Course Methodology The course combines interactive presentations, case studies, practical exercises, role plays, group discussions, self-assessment activities, and workplace simulations to ensure effective application of concepts and techniques.

Course Objectives By the end of this course, participants will be able to:

- Understand behavioral and psychological factors affecting workplace performance
- Apply effective performance management techniques
- Improve communication and feedback skills
- Support employee development and talent management initiatives
- Conduct effective performance appraisal discussions
- Address challenging behaviors and workplace conflicts professionally
- Develop practical strategies for improving organizational performance

## Target Audience

- HR professionals
- Managers and supervisors
- Team leaders
- Employee relations specialists
- Learning and development professionals
- Performance management practitioners
- Professionals responsible for employee development and engagement



# Course content

## Target Competencies

- Performance management
- Emotional intelligence
- Coaching and feedback skills
- Talent management
- Communication skills
- Conflict management
- Employee development
- Leadership effectiveness

## Course outline

### Day 1: Understanding Human Behaviour and Emotional Intelligence

- Exploring psychological factors that influence workplace behavior
- Understanding self-awareness and interpersonal awareness concepts
- Examining how beliefs and attitudes influence performance and behavior
- Identifying different personality characteristics and working styles
- Understanding emotional intelligence and its impact on workplace relationships
- Developing self-awareness and stronger interpersonal effectiveness

### Day 2: Performance Improvement and Employee Development

- Understanding the principles of employee performance management
- Identifying causes of declining performance and workplace barriers
- Applying structured approaches to performance discussions
- Strengthening communication skills for performance-related conversations
- Applying positive reinforcement techniques to encourage performance improvement



# Course content

## Course outline

• Developing practical approaches to performance improvement planning

**Day 3: Talent Management and Workforce Performance**

• Understanding talent management concepts and organizational value

• Reviewing employee sourcing and workforce planning approaches

• Exploring resource planning concepts and workforce flexibility strategies

• Understanding workforce structures and changing organizational needs

• Differentiating succession planning and talent development approaches

• Developing strategies for sustaining workforce capability and performance

**Day 4: Performance Feedback and Appraisal Effectiveness**

• Understanding the principles of effective performance evaluation processes

• Managing performance discussions within diverse workplace environments

• Recognizing common appraisal challenges and reducing evaluation errors

• Structuring productive and effective performance review meetings

• Applying emotional intelligence principles when delivering feedback

• Strengthening employee engagement through constructive discussions

**Day 5: Managing Difficult Behaviors and Workplace Relationships**

• Supporting career development and employee growth opportunities

• Understanding and managing challenging workplace behaviors

• Identifying behavioral communication styles and response approaches

• Managing difficult conversations and workplace interactions effectively

• Handling emotionally charged situations professionally

• Developing a personal action plan for continuous management improvement



# Seminar dates

## Available seminar dates

Live dates and pricing for Managing Employee Performance, Behaviour & Attitudes generated from the course details page.

| Date | Location | Format | Fee |
|---|---|---|---|
| 9 - 13 November 2026 | Kuala lumpur - Malaysia | Classroom | **€1,800.-** |
| 16 - 20 November 2026 | Amsterdam - Netherlands | Classroom | **€3,400.-** |
| 7 - 11 December 2026 | London - U.K | Classroom | **€3,360.-** |
| 14 - 18 December 2026 | Kuala lumpur - Malaysia | Classroom | **€1,800.-** |
| 21 - 25 December 2026 | Munich - Germany | Classroom | **€3,400.-** |
| 4 - 8 January 2027 | Geneva - Switzerland | Classroom | **€4,200.-** |
| 1 - 5 February 2027 | London - U.K | Classroom | **€3,360.-** |
| 1 - 5 March 2027 | Amsterdam - Netherlands | Classroom | **€3,400.-** |
| 5 - 9 April 2027 | Frankfurt - Germany | Classroom | **€2,600.-** |
| 3 - 7 May 2027 | Istanbul - Turkey | Classroom | **€2,560.-** |
| 7 - 11 June 2027 | Munich - Germany | Classroom | **€3,400.-** |
| 5 - 9 July 2027 | Barcelona - Spain | Classroom | **€3,080.-** |
| 2 - 6 August 2027 | Frankfurt - Germany | Classroom | **€2,600.-** |
| 6 - 10 September 2027 | Kuala lumpur - Malaysia | Classroom | **€1,800.-** |
| 4 - 8 October 2027 | Amsterdam - Netherlands | Classroom | **€3,400.-** |
| 1 - 5 November 2027 | London - U.K | Classroom | **€3,360.-** |
| 6 - 10 December 2027 | Kuala lumpur - Malaysia | Classroom | **€1,800.-** |