



HM040: Perfecting Managing Employee Performance, Behaviour & Attitudes



Training Description:

This intensive training course will introduce you to the latest and best practices in managing employee performance, behavior & attitudes, **Managing Performance** is about getting the right things done in the right way by the right people. It involves directing and supporting employees in line with the organisation's vision and mission and ensuring that the organization's strategic goals reflect the needs of the business and are understood by all.

All Managers, Leaders and Professional Staff need to understand human psychology, human behaviour and employee attitudes. Your professional career will be enhanced by attending this important interactive training course.

This training course will highlight:

- Understanding of human psychological behaviour
- Managing good performance and poor performance
- How to give effective feedback to others
- Develop self-awareness and emotional intelligence
- Transition from a technical expert to a people manager

Training Objectives:

By the end of the training, participants will be able to:

- ✓ Explain the meaning of performance management
- ✓ Describe how to manage performance decline
- ✓ Evaluate the basics of group dynamics
- ✓ Differentiate between talent management & succession planning
- ✓ List the key competencies of Emotional Intelligence (EI)
- ✓ Formulate a business case for appropriate performance appraisal

Training Designed for:

This course is intended for All Leaders and Managers, All HR and Learning and Development professionals Engineers, Project Managers, Technical Leads and Financial Professionals transiting into a people management or leadership role, those who are new to managing people and are looking for an insight into human behavior and Anyone recently promoted into a people management or leadership role.

Training Program:

DAY ONE:

- ❖ Pre-Test
- ❖ **Understanding Yourself and Others**
 - Exploring human psychology
 - Your Johari window
 - How are attitudes formed?
 - Your personality style explored
 - Understanding Emotional Intelligence (EI)

DAY TWO:

- ❖ **Performance Improvement Planning (PIP)**





- Introduction to performance management of people
- Understanding performance decline and the factors affecting performance
- Work performance interviewing
- Communication skills for the performance interview
- Managing good performance – behavioural reinforcement theory

DAY THREE:

❖ Driving Performance through Talent Management

- Talent management – explored
- Employee resourcing: best practices
- Introducing basics of manpower planning
- Flexibility and introducing the ‘flexible firm’
- Differentiating succession management & talent management

DAY FOUR:

❖ Giving Feedback and Making Appraisal Work

- The principles of effective performance appraisal
- Performance management in a multi-cultural setting
- How to deal with common mistakes and minimise failure
- How to structure an appraisal meeting - a step-by-step outline
- Giving feedback with Emotional Intelligence (EI)

DAY FIVE:

❖ Dealing with ‘Difficult’ People

- Providing appropriate career-path planning - supporting development
- Dealing with difficult people and stakeholders
- Behaviour styles – passive, aggressive, passive-aggressive & assertive
- Handling aggression in others
- Personal Action Planning

❖ Course Conclusion

❖ Final Examination and EVALUATION

Training Requirement:

“Hand’s on practical sessions, equipment and software will be applied during the course if required and as per the client’s request.”

This training course is available upon request in English or Arabic. Content, location and duration can be adapted to your specific wishes. It is therefore possible to focus on specific modules of the training course as per client’s learning needs and objectives. Further, it should be forwarded to us a month prior to the course dates.

Training Certificate(s):

Internationally recognized certificate(s) will be issued to each participant who completed the course.





Training Methodology:

This interactive training course includes the following training methodologies as a percentage of the total tuition hours:-

- 30% Lectures, Concepts, Role Play
- 30% Workshops & Work Presentations, Techniques
- 20% Based on Case Studies & Practical Exercises
- 20% Videos, Software & General Discussions
- Pre and Post Test

Training Fees:

As per the course location - This rate includes participant's manual, hand-outs, buffet lunch, coffee/tea on arrival, morning & afternoon of each day.

Note: The 5% VAT (Value Added Tax), will be effective starting 01st of January 2018 as per the new regulation from the UAE Government. The VAT applies for all quotation both for local and abroad.

Training Timings:

Daily Timings:

07:45 - 08:00	Morning Coffee / Tea
08:00 - 10:00	First Session
10:00 - 10:20	Recess (Coffee/Tea/Snacks)
10:20 - 12:20	Second Session
12:20 - 13:30	Recess (Prayer Break & Lunch)
13:30 - 16:00	Last Session

For training registrations or in-house enquiries, please contact:

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Training & Career Development Department

