



HM222: Organizational Psychology: Driving Employees Performance

Training Description:

This intensive training course helps attendees to know and apply psychological principles and methods to solve problems in the workplace which can improve organizational performance and quality of employees' life. Additionally, this training course can help participants in studying workplace productivity, understanding working styles, and get a feel for the morale and personality of their workforce.

Training Objectives:

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

- ✓ Define what is industrial and organizational (I/O) psychology
- ✓ Use I/O psychology applications in their organizations
- ✓ Identify the impact of motivation on organizational effectiveness
- ✓ Recognize the outcomes of having a good Organizational Citizenship Behavior (OCB)
- ✓ Manage counterproductive work behaviors to build a meaningful culture and a positive work atmosphere

Training Designed for:

This course is intended for Executives, HR managers, managers, leaders, business counselors, HR professionals, and any professional interested in the subject of industrial and organizational psychology.

Target Competencies:

- Organizational psychology
- Industrial psychology
- Psychology
- Motivation
- Leadership
- Wellbeing
- Work life balance

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."

Contents 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 Program:

DAY ONE:

- ❖ **Module 1: Industrial and Organizational (I/O) Psychology**
 - Psychology
 - History of I/O psychology
 - What can I/O psychology add to businesses
 - Differences between psychology and I/O psychology
 - Promoting employee performance
 - Improving employee well-being

DAY TWO:

❖ Module 2: Applications of I/O Psychology at the Workplace

- Knowledge, Skills, and Attitude (KSA) model
 - Other personal/ psychological characteristics
- Job analysis
 - Job-oriented approach
 - Person-oriented approach
 - Psychological tests
 - IQ tests
 - Job-relevant knowledge tests
 - Personality tests
 - Position Analysis Questionnaire (PAQ)
 - Psychology in assessment centers
- Measuring job performance
 - Theoretical criteria
 - Actual criteria
 - Objective measures
 - Subjective measures
 - Leniency error
 - Halo error
 - Behavior-focused rating forms
 - Critical incidents
 - Behavior-focused
- Recruiting and selecting employees
 - Persuasive methods for attracting talents
 - Bias in unstructured interviews
- Selection Processes
 - predicting job success
- Training Employees
 - I/O psychology inputs in evaluating training needs and outcomes
 - Overlearning

DAY THREE:

❖ Module 3: Employee Motivation

- Existence, Relatedness, and Growth (ERG) theory:
 - Existence needs
 - Relatedness needs
 - Growth needs
- Expectancy Theory
- Goal Setting Theory
- Job satisfaction
- Work-family conflict
- Gender, age, and ethnicity

DAY FOUR:

❖ **Module 4: Organizational Citizenship Behavior (OCB)**

- Psychological consequences of satisfaction
- Job performance
- Turnover
- Absenteeism
- Teamwork
 - Autonomous Work Teams (AWT)
 - Group leadership
 - Leader-member interactions
 - Leader-Member Exchange (LMX)
 - Counseling

DAY FIVE:

❖ **Module 5: Counterproductive Work Behavior (CWB)**

- Aggression and counterproductive work behavior
- Occupational health psychology
- Psychological conditions affecting health
- Work schedules
 - Rotating shift work
 - Shift changes disruption
 - Long shifts and long weeks
 - Stress, accidents, and safety

❖ **Course Conclusion**

❖ **POST-ASSESSMENT and EVALUATION**

Training Methodology:

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

- 30% Lectures, Concepts, Role Play
- 70% Workshops & Work Presentations, Techniques, Based on Case Studies & Practical Exercises, Gamification, Software & General Discussions
- Pre and Post Test

Training Certificate(s):

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

Training Fees:

TBA 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 - 13:00	Recess (Prayer Break & Lunch)
13:00 - 14:00	Last Session

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

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