

MANAGING EMPLOYEE PERFORMANCE, BEHAVIOUR AND ATTITUDES

"Transform Workforce Potential into High Performance through Effective Management of Behaviour and Attitudes"

Schedule

Venue (InHouse)	Fees
At Your Organization Premises	Ask For The Quotation

► **Available delivery methods:** In-House Training

Introduction

Employee performance and workplace behaviour are critical to organizational success. The ability of managers and leaders to effectively guide, motivate, and influence employee attitudes directly impacts productivity, teamwork, and long-term business growth. This course is designed to equip managers, team leaders, and HR professionals with the essential tools and strategies to manage performance challenges, address behavioural issues, and shape positive attitudes in the workplace. Through interactive learning and real-life case studies, participants will gain practical insights into performance management frameworks, motivational techniques, conflict resolution, and coaching skills that foster a culture of accountability and continuous improvement.

Objectives

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

- Understand the link between employee performance, behaviour, and organizational outcomes.
- Apply effective performance management systems and appraisal methods.
- Identify root causes of poor performance and workplace behavioural challenges.
- Implement strategies to motivate employees and shape positive attitudes.
- Handle difficult conversations, disciplinary issues, and workplace conflicts.
- Develop coaching and mentoring techniques to enhance employee engagement.
- Promote a culture of responsibility, recognition, and continuous improvement.
- Align employee goals with organizational objectives for long-term success.

Why Attend

Managing people is one of the most challenging yet rewarding aspects of leadership. This course will provide you with the confidence and competence to address performance gaps, inspire employees, and manage difficult behaviours effectively. By mastering these skills, you will not only improve team outcomes but also strengthen your leadership impact and organizational value.

Target Audience

This course is ideal for:

- Line Managers and Supervisors
- Human Resource Professionals
- Team Leaders and Project Managers
- Department Heads and Senior Executives
- Professionals aspiring to leadership roles
- Anyone responsible for employee performance and workplace culture

Individual Benefits

- Enhance leadership and people management skills.
- Gain confidence in handling performance and behavioural challenges.
- Learn practical techniques for motivating employees.
- Improve conflict resolution and communication skills.
- Increase personal effectiveness in managing diverse teams.
- Strengthen your career prospects in management and HR

Organizational Benefits

- Improve employee productivity and organizational performance.
- Foster a positive workplace culture with engaged employees.
- Reduce absenteeism, turnover, and disciplinary issues.
- Enhance collaboration, trust, and team effectiveness.
- Align workforce attitudes with company vision and goals.
- Build a pipeline of capable managers with strong people skills

Instructional Methodology

This training uses an interactive, practical, and participant-centered approach:

- Case studies of real workplace scenarios
- Group discussions and role-plays
- Practical exercises and self-assessment tools
- Simulated performance management sessions
- Individual and group feedback
- Action planning for immediate workplace application

Course Outline

- Module 1: Understanding Employee Performance, Behaviour, and Attitudes
- Module 2: Performance Management Frameworks and Appraisal Systems
- Module 3: Identifying and Addressing Root Causes of Poor Performance
- Module 4: Motivational Strategies and Shaping Positive Attitudes
- Module 5: Handling Difficult Conversations and Behavioural Issues
- Module 6: Conflict Resolution and Building Workplace Harmony
- Module 7: Coaching, Mentoring, and Developing Employee Potential
- Module 8: Recognition, Rewards, and Accountability Systems
- Module 9: Linking Employee Goals with Organizational Success
- Module 10: Action Plan – Building a High-Performance Workplace Culture

Certification

Upon successful completion, participants will receive a Certificate in Managing Employee Performance, Behaviour and Attitudes, demonstrating their ability to manage people effectively, resolve workplace challenges, and drive organizational performance through strong leadership and management practices.

Why Choose MAWA Events

- **Global Expertise:** More than 17 years of experience in professional training and consulting.
- **Industry-Leading Faculty:** Courses delivered by seasoned professionals with hands-on experience.
- **Practical Insights:** Learn to turn theory into actionable strategies for real-world business impact.
- **Client-Focused Solutions:** Customized programs designed to achieve your organisation’s unique goals.

In-House / Customized Training

Interested in running this course for your team?

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