



Workshop on Managing Employee Performance: Behaviors & Attitudes

Feb. 26 – March 1, 2024, 1st Run: Lagos & Port Harcourt

August 26 – 30, 2024, 2nd Run: Lagos & Abuja

For Tutor -Led Class: 9am – 4:30pm

Workshop fee: N250, 000 per Participant

For online: Delivery via Zoom

Online course fee: N200, 000 per Participant

Available for In-plant Training

**500 U\$D for foreign
Participants**

Program Overview:

Performance management is more than periodic evaluation of performance. It is the art and science of dealing with employees in a manner intended to positively influence their thinking and behavior to achieve a desired level of performance. Accordingly, it involves directing and supporting employees in line with the organization's vision and ensuring that the organization's strategic goals reflect the needs of the business and are understood by all employees. But it also means that HR Professional, Business Partners and Line managers need to understand human psychology, human behaviour and employee attitudes in achieving the organization's goals.

This program is designed to assist participants acquire influencing skills to lead and manage their employees in achieving their organizational goals.

For Whom:

This program is designed for HR Business Partners, All HR and Learning and Development professionals, Leaders and Managers who have responsibility for performance management and those who are new to managing people and are looking for an insight into improving their people management skills.

Learning Objectives:

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

- * identify & list the key competencies of Emotional Intelligence;
- * illustrate examples of performance decline and the appropriate interventions needed
- * acquire skills for effective people management;
- * get the best out of their people;
- * developed a clearer picture of their own attitudes and behaviour, and therefore also, of the motivation, attitudes and behaviour of other people; and
- * apply a more practical approach to performance management – such as appraisal, discipline and grievance management.

Course Outline:

Day 1: Understanding the individual

- Understanding human psychology
- Understanding yourself
- The Johari windows

- How are attitudes formed?
- Your personality style explored
- Emotional Intelligence (EI)

Day 2: Performance Improvement Planning (PIP)

- Introduction to PIP
- Understanding performance decline
- Factors affecting work performance
- Work performance interviewing
- Communication skills for performance improvement
- Managing good performance – behavioural reinforcement theory

Day 3: Managing Employee for Performance

- Discipline, capability and grievance
- Recognizing the difference between Capability and conduct issues
- The “rules of Natural Justice”
- The purposes of discipline
- Models of motivation and behaviour

Day 4: How to make a Performance Appraisal System Work

- The principles of effective performance appraisal
- Why performance appraisal matters
- Performance management in a multi-cultural setting
- Common reasons for failure and mistakes made
- How to deal with common mistakes and minimize failure
- How to structure an appraisal meeting
- a step-by-step outline

Day 5: Understanding Others

- Behaviour styles – passive, aggressive, passive-aggressive & assertive
- Giving feedback with Emotional Intelligence (EI)
- Providing appropriate career-path planning
- supporting development
- Assertive Communication skills
- Personal Action Planning

LOCATIONS

1 - HCA Learning Centre. Acme House 2nd Floor, 23, Acme Road, Ogba, Industrial Scheme, Ikeja, Lagos, Nigeria

2 - Green-Minds Hotel, Plot 764, Cadastral Zone B05, E. Ekukinam Street, Utako District, Abuja

3 – Pakiri hotel Ltd., 4 Okwuruola Street, off Stadium Road, Rumuola, Port Harcourt, Rivers State.

Open Course Fee: N250, 000
In-plant Fee Negotiable

WORKSHOP FEE:

N250, 000 per participant, VAT –N18, 750

Note: this covers Workshop Fee, Tea/coffee break, Lunch, course materials and certificate of attendance.

Payment should be made into our Accounts:

Account Name: Human Capital Associates Global Consult Ltd.

Union Bank of Nig. PLC: Account No: 0097961537

First Bank of Nig. PLC: Account No: 2033683960

Keystone Bank Ltd.: Account No: 1007150325

**For Booking / Enquiry, Call: 234-8051365946, 234-7087578814
24/7 Lines: 234-8068933608, 234-8029170491, 234-8145745664,
& 234-9112830607**

Training Methodology

Lectures, discussions, exercises, case studies, audio-visual aids will be used to reinforce these teaching/learning methods.