BLACKBIRD FOR TRAINING

Managing Employee Performance, Behaviour and Attitudes

12 – 16 April 2027
Accra (Ghana)

UK Traininig
PARTNER



Managing Employee Performance, Behaviour and Attitudes

Ref: 322092_184784 **Date:** 12 – 16 April 2027 **Location:** Accra (Ghana) **Fees:** 4200 GBP

Why This Course

Managing performance today requires more than setting targets and conducting reviews. It involves understanding what drives human behavior, how attitudes are formed, and how communication and motivation influence outcomes in the workplace. Organizations that master these elements are better equipped to build high-performing, engaged teams.

This intensive 1-week program is designed to help HR professionals and managers develop a deeper understanding of employee behavior while strengthening their ability to manage performance effectively. It combines psychological insights with practical management techniques to help participants improve communication, handle challenges with confidence, and create a more positive and productive work environment.

What You'll Learn and Practice

By joining this program, you will:

- Understand how human psychology influences workplace behavior and performance.
- Apply structured performance management and improvement strategies.
- Strengthen communication skills for feedback, coaching, and engagement.
- Foster positive attitudes and motivation within teams.
- Handle difficult conversations and workplace conflicts effectively.

The Program Flow

Day 1: Understanding Human Psychology in the Workplace

- Exploring the fundamentals of workplace psychology.
- Understanding personality differences and their impact on performance.
- Examining how attitudes and behaviors are formed.
- Applying emotional intelligence in management practices.

Day 2: Performance Management Fundamentals

- Understanding the core principles of effective performance management.
- Setting clear and measurable goals using structured approaches.
- Applying performance measurement and evaluation techniques.
- Using continuous feedback and coaching to improve results.



Day 3: Communication Skills for Performance Improvement

- Practicing active listening and empathy in professional interactions.
- Delivering constructive and impactful feedback.
- Conducting performance reviews with clarity and confidence.
- Managing difficult conversations in a professional manner.

Day 4: Motivation and Attitude Management

- Understanding key motivation theories and their practical application.
- Encouraging positive attitudes and engagement within teams.
- Building a culture that supports high performance.
- Addressing negative behaviors and improving workplace dynamics.

Day 5: Advanced Performance Management Strategies

- Managing underperformance and capability challenges.
- Applying structured conflict resolution techniques.
- Exploring talent management and succession planning concepts.
- Designing and implementing integrated performance management systems.

Individual Impact

- Enhance your understanding of employee behavior and workplace dynamics.
- Improve your ability to evaluate and manage performance effectively.
- Build confidence in delivering feedback and handling sensitive situations.
- Strengthen your communication and leadership capabilities.

Organizational Impact

- Improve overall employee performance and productivity.
- Foster a more positive and engaged workplace culture.
- Strengthen relationships between managers and team members.
- Support the development of high-performing and motivated teams.

Training Methodology

This program focuses on practical, real-world application through:

- Interactive discussions and behavioral case studies.
- Role-playing exercises for communication and feedback.
- Practical workshops on performance management tools.
- Guided reflection and scenario-based learning.



Beyond the Course

By the end of this program, participants will be equipped with the knowledge and practical tools to manage performance with greater insight and effectiveness.

They will return ready to:

- Understand and influence employee behavior positively.
- Apply structured performance management techniques.
- Communicate clearly and confidently in all workplace situations.
- Build motivated, engaged, and high-performing teams.

This course helps transform performance management into a more human-centered, strategic process that drives both individual growth and organizational success.

