



HUMAN RESOURCES AND TRAINING

Managing Employee Performance, Behaviour & Attitudes

Course code: HRT-066

SPARK TRAINING

Professional training courses for leaders, specialists, and organizations seeking practical capability development.

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— Workshop Overview

Employee performance and workplace behavior significantly influence organizational success and productivity. This course provides participants with practical approaches to understanding employee attitudes, improving performance management processes, strengthening communication, and addressing workplace challenges effectively while supporting employee growth and development.

Why Attend

The course combines interactive presentations, case studies, practical exercises, role plays, group discussions, self-assessment activities, and workplace simulations to ensure effective application of concepts and techniques.

Who Should Attend

HR professionals
Managers and supervisors
Team leaders
Employee relations specialists
Learning and development professionals
Performance management practitioners
Professionals responsible for employee

— Learning Objectives

- Understand behavioral and psychological factors affecting workplace performance
- Apply effective performance management techniques
- Improve communication and feedback skills
- Support employee development and talent management initiatives
- Conduct effective performance appraisal discussions
- Address challenging behaviors and workplace conflicts professionally
- Develop practical strategies for improving organizational performance

— Course Outline

DAY
1

Understanding Human Behaviour and Emotional Intelligence

- Exploring psychological factors that influence workplace behavior
- Understanding self-awareness and interpersonal awareness concepts
- Examining how beliefs and attitudes influence performance and behavior
- Identifying different personality characteristics and working styles
- Understanding emotional intelligence and its impact on workplace relationships
- Developing self-awareness and stronger interpersonal effectiveness

DAY
2

Performance Improvement and Employee Development

- Understanding the principles of employee performance management
- Identifying causes of declining performance and workplace barriers
- Applying structured approaches to performance discussions
- Strengthening communication skills for performance-related conversations
- Applying positive reinforcement techniques to encourage performance improvement
- Developing practical approaches to performance improvement planning

DAY
3

Talent Management and Workforce Performance

- Understanding talent management concepts and organizational value
- Reviewing employee sourcing and workforce planning approaches
- Exploring resource planning concepts and workforce flexibility strategies
- Understanding workforce structures and changing organizational needs
- Differentiating succession planning and talent development approaches
- Developing strategies for sustaining workforce capability and performance

DAY
4

Performance Feedback and Appraisal Effectiveness

- Understanding the principles of effective performance evaluation processes
- Managing performance discussions within diverse workplace environments
- Recognizing common appraisal challenges and reducing evaluation errors
- Structuring productive and effective performance review meetings
- Applying emotional intelligence principles when delivering feedback
- Strengthening employee engagement through constructive discussions

DAY

5

Managing Difficult Behaviors and Workplace Relationships

- Supporting career development and employee growth opportunities
- Understanding and managing challenging workplace behaviors
- Identifying behavioral communication styles and response approaches
- Managing difficult conversations and workplace interactions effectively
- Handling emotionally charged situations professionally
- Developing a personal action plan for continuous management improvement

— Upcoming Classroom Dates

DATE	LOCATION	FEE
5 - 9 October 2026	Barcelona - Spain	€1,925
12 - 16 October 2026	Frankfurt - Germany	€1,625
9 - 13 November 2026	Kuala Lumpur - Malaysia	€1,400
16 - 20 November 2026	Amsterdam - Netherlands	€2,125
7 - 11 December 2026	London - United Kingdom	€2,100
14 - 18 December 2026	Kuala Lumpur - Malaysia	€1,400
21 - 25 December 2026	Munich - Germany	€2,125
4 - 8 January 2027	Geneva - Switzerland	€2,625

— Certificate and Registration

Participants who attend and complete the full programme receive a SPARK Training Certificate of Completion. For registration, in-house delivery, or availability questions, contact info@sparktraining.eu or +31 85 115 0004.