



Management And Leadership

## People Management

## Course Introduction

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The key to understanding and managing people effectively is to know something about what makes people tick... What are the things that determine individual behavior and motivation!

This training program looks at the underlying assumptions we make about human behavior and explains them, and applies this knowledge to understanding how to make Performance management more effective and efficient.

## Target Audience

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This training course is designed for managers, leaders, HR professionals who are seeking to have an in-depth understanding of how to manage their team and employees in the organization.

## Learning Objectives

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

- Gain a comprehensive understanding of human behavior
- Have a clear appreciation of how attitude affects behavior and motivation
- Be clearer on how to manage employee performance.
- Be more effective as a manager or supervisor
- Develop a clearer picture of their own attitudes and behavior, and therefore also, of the motivation, attitudes and behavior of other people.
- Improve skills in practical performance management such as appraisal, discipline and grievance
- Get the maximum out of the performance management system

# Course Outline

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## • 01 Day One

### Performance and the Individual

- Psychological profiles Jungian typology and understanding human behavior
- How competency frameworks support performance management
- Human behavior questionnaire
- The Iceberg model to understand behavior
- Models of Performance Management
- The Johari window

## • 02 Day Two

### Managing Employee Performance

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

## • 03 Day Three

### The Assertiveness Model of Behavior and Attitudes

- Identifying and recognizing the types of behavior:
- Aggressive
- Indirectly aggressive
- Passive (aggressive)
- Assertive
- Communication skills
- Being proactive with people

## • 04 Day Four

### Exercises with Behavior and Attitudes

- Managing performance The Performance Appraisal Interview
- Role plays dealing with discipline and Grievance cases
- Case studies real stories explored and developed

## • 05 Day Five

Attitudes and Attitudes to Self

- The Behavior mirror diagnostic tool
- Social styles a behavior model

Confirmed Sessions

FROM	TO	DURATION	FEES	LOCATION
June 23, 2025	June 27, 2025	5 days	4250.00 \$	UAE - Dubai
Aug. 25, 2025	Aug. 29, 2025	5 days	4950.00 \$	England - London
Dec. 15, 2025	Dec. 19, 2025	5 days	4250.00 \$	UAE - Dubai