

Scandinavian Academy
Training Center

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Riyadh - Al Khaleej District - Sheikh Abdul Aziz Bin Abdul Rahman Bin Bishr Street - 13223 - Office No. 5 | P.O.BOX : 13224

# Course: Understanding Human Performance

| Code | City | hotel | Start | End | price | Language - Hours |
|---|---|---|---|---|---|---|
| HT-226SA | Riyadh | Hotel Meeting Room | 2027-07-25 | 2027-08-05 | 19450 SR | En - 50 |

## The Course

The key to understanding and managing people effectively is to know something about what makes people act and behave in the ways they do. What are the drivers that determine individual behaviour, action and motivation? This programme looks at the underlying assumptions we make about human behaviour and psychology and explains them. In particular the workshop will apply this knowledge to understanding how to make management and leadership more effective and efficient.

But people are not machines, they can be seriously affected by personal and work-related problems and concerns. People problems can include work related stress, marriage problems, lack of motivation, work stress, long hours of work, turnover, under-staffing, nationalisation, bullying and job insecurity all impact on employee's health and performance. The cost to the employer can be enormous. No matter what industry you work in, stress at work can be a very real and overwhelming experience.

The amount of employees suffering from stress and stress-related illnesses is rapidly rising. More than half (53%) of people in work have suffered stress in the past 12 months, while one in four people had taken time off sick through stress in the previous year, according to the latest research by the International Stress Management Associaation.

## The Structurea

### Module 1 - Managing Employee Performance, Behaviour & Attitudes

### Module 2 - Managing People at Work

## The Goals

**As a result of attending this workshop delegates will have developed:**

- A clearer understanding of human behaviour
- A clear appreciation of how attitude affects behaviour and motivation
- Be clearer on how to manage employee performance by:
    - Having practiced performance appraisal interviewing
    - Having worked though discipline and grievance case studies and examples
- To understand people problems at work
- To identify and develop critical skills needed for stress management
- To develop effective workplace interventions
- To understand how to motivate & counsel others
- To apply best practice in the management of employee problems

## The Delegates

- Human Resource or Personnel staff at any Level
- Risk management specialists
- Managers involved in staff welfare
- Staff nurses and occupational health nurses/personnel
- Occupational Health and Medical staff
- Those with an interest in the specific areas of staff welfare
- Media and PR staff
- Managers who are new to managing people and are looking for an insight into human behaviour
- HR specialists who are advising on people issues may benefit form discussing some of the underlying assumptions about human behaviour and learning some new skills in applying assertive behaviour
- Individuals who are curious about behaviour and attitudes and want to direct them to improved employee performance

## The Process

This Course will be presented in a highly interactive presentation style. Individual and group activities, will intersperse the sessions. DVD presentations will highlight the major teaching features. A variety of Practical Sessions and Role Plays, and group interaction are programmed into this Course. These sessions are most informative, inspiring, fun, and presented in a relaxing atmosphere, that is conducive to learning.

## The Benefits

- Be more effective as a manager or supervisor
- Get the best out of your people
- Have developed a clearer picture of their own attitudes and behaviour, and therefore also, of the motivation, attitudes and behaviour of other people
- Improve your skills in practical performance management – such as appraisal, discipline and grievance.
- Develop practical skills in people management
- Develop practical skills in trauma and crisis management
- Learn how stress affects individuals mental health at work
- Actively identify and reduce stress in self and others
- Learn the skills and knowledge necessary to motivate others

## The Core Competencies

- Communication skills – oral and body language
- Interpersonal relationship skills
- Performance management
- Self - development
- Understanding of stress management theory & practice
- Apply effective stress management interventions in their workplace
- Able to implement an effective Employee Assistance Program (EAP)
- Understanding of PTSD and CISD

- Develop an effective motivation strategy

# The Programme Content

### Module 1:

### Managing Employee Performance, Behaviour & Attitudes

### Performance and the Individual

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

### Managing Employee Performance

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

### The Assertiveness Model of Behaviour and Attitudes

- Identifying and recognising the types of behaviour:
    - Aggressive
    - Indirectly aggressive
    - Passive (aggressive)
    - Assertive

- Communication skills
- Being proactive with people

**Exercises with Behaviour and Attitudes**

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

**Attitudes and Attitudes to Self**

- The Behaviour mirror diagnostic tool
- Social styles –a behaviour model
- Programme review

**Module 2:**

**Managing People at Work**

**People Problems at Work**

- Introduction to Human Psychology
- Understanding people problems
- Ways of helping people
- Impact of work – performance issues
- Employee Assistance Programs (EAPs)
- Steps to establish an EAP

**Understanding Stress**

- What is stress? - Recognising the physical and behavioural signs, Stress in the mind and body
- What contributes to workplace pressures?
- The impact of stress on personal performance – the positive and negative effects of

stress

- The symptoms of short term and long term stress
- Stress management techniques
- Individual Testing: The major causes of stress at work and at home

## Basic Counselling Skills

- What is communication?
- Techniques for interviewing/basic counselling skill
- Developing Active listening skills
- Understanding body language
- SOLER Techniques for counselling
- Motivational Coaching Techniques

## Understanding Motivation

- The Psychology of Motivation
- Motivation at work
- Team & Group Motivation
- Reward
- Case study: Absenteeism

## Critical Incident Stress (CISD) and Trauma Counselling

- What constitutes a traumatic event
- A Model for Workplace Trauma Management
- Policy, Plans and Procedures
- Media Management, Preventive Training and Information
- Debriefing & Grief Counselling
- Traumatic stress and Post traumatic Stress Disorder

**The Scandinavian Academy for Training Center** adopts the latest scientific and professional methodologies in training and human resource development, aiming to enhance the efficiency of individuals and organizations. Training programs are delivered through a comprehensive approach that includes:

- Theoretical lectures supported by PowerPoint presentations and visual materials (videos and short films).
- Scientific evaluation of participants before and after the program to measure progress and knowledge acquisition.
- Brainstorming sessions and practical role-playing to simulate real-life scenarios.
- Case studies tailored to align with the training content and participants work nature.
- Assessment tests conducted at the end of the program to evaluate the achievement of training objectives.

Each participant receives the training material (both theoretical and practical) in printed form and saved on a CD or flash drive. Detailed reports, including attendance records, final results, and overall program evaluations, are also provided.

Training materials are prepared professionally by a team of experts and specialists in various fields. At the end of the program, participants are awarded a professional attendance certificate, signed and accredited by the Scandinavian Academy for Training Center.

**Program Timings:  9:00 AM to 2:00 PM**

**The program includes:**

- A daily buffet provided during the sessions to ensure participants comfort.
- A closing ceremony on the final day to distribute certificates and celebrate participants achievements.
- **Note: All prices are exclusive of 15% Value Added Tax (VAT).**

# Our Success Partners

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