



**Workshop on Managing Employee Performance: Behaviors & Attitudes**

May 19 – 23, 2025, 1<sup>st</sup> Run: Lagos & Abuja

November 10 – 14, 2025, 2<sup>nd</sup> Run: Lagos & Port Harcourt

**For Tutor -Led Class:** 9am – 4:30pm

**Workshop fee:** N300, 000 per Participant

**For online:** Delivery via Zoom

**Online course fee:** N250, 000 per Participant

**Available for In-plant Training**

**700 USD 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)

Human Capital Associates Global Consult Ltd is Accredited by Nigeria Council for Management Development (NCMD)

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## 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

## Training Methodology

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

### LOCATIONS

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

2 - Pearls Learning Hub, Plot 756, Opposite Divine Hand of God Ministry, Area 1, Garki, Abuja.

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

**Open Course Fee: N300, 000**

In-plant Fee Negotiable

### WORKSHOP FEE:

**N300, 000 per participant, VAT –N22, 500**

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  
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