

# Certified Courses



# Enhancing Job Performance

## INTRODUCTION

- This innovative and motivating programme will cover all aspects of job performance. Job performance most commonly refers to whether a person performs their job well. While there is confusion over how it should be exactly defined, performance is an extremely important criterion that relates to organisational outcomes and success. Strongly tied to this concept are the areas of personal motivation, organisational and individual psychology, performance management and group and teamwork.

### Key areas covered include:

- The skills that team leaders need in relation to job performance
- Understanding yourself and others
- How to motivate yourself
- The importance of goal setting
- Understand performance decline
- Methods to cope with stress at the workplace
- Learn how to manage conflict through negotiation and mediation

## PROGRAMME OBJECTIVES

- Understand the key aspects of job performance
- Describe the key theories and approaches related to performance
- Understand the psychology of motivation
- Demonstrate a understanding of performance management
- Understand groups and teams
- Identify people's behavioural strengths and weaknesses in the workplace
- Develop mechanism to cope with stress at the workplace
- Develop critical thinking skills
- Manage conflict through negotiation and mediation

## WHO SHOULD ATTEND?

- Those seeking to improve their own and others job performance
- Individuals who desire to develop in all aspects of their work and personal life

## TRAINING METHODOLOGY

- Dynamic presentations supporting each of the topics together with interactive trainer lead sessions of discussion. There will also be practical sessions where participants have the opportunity to practice and experience related activities. Role-plays, case studies, videos, small group work, exercises and feedback will be used to facilitate learning.

## PROGRAMME SUMMARY

- The programme is designed to provide the essential skills and knowledge related to job performance, organisational outcomes and success. The programme also provides an overview of motivational theory, performance management and group and team theory. The emphasis is on practical skill development that leads to organisational and personal effectiveness.

## PROGRAM OUTLINE

### Job Performance and Individual Psychology

- Introduction to the theory and concepts of job performance
- Job performance defined
- Individual psychology: Personality and Intelligence
- Perception and Attribution
- The key to success

### Understanding Attitude and Motivation

- Work Attitudes, Job Satisfaction and Organisational Commitment
- An overview of motivation
- Key motivation theories
- Personal motivation
- The importance of goal setting
- Workplace and Stress: Using a stress diary

### :Performance Management

- Performance management overview
- Factors affecting work performance
- Performance improvement planning
- Making performance appraisal work
- Introducing emotional intelligence

## Working in Groups and Teams

- Groups: Definition, Functions, Development, Characteristics and Processes
- Teams: Definition and Roles
- Identify people's behavioural strengths and weaknesses in the workplace
- Leadership theories
- What is your leadership style?

## Putting it all together

- Developing critical thinking skills
  - Managing conflict: Understanding Power, Politics and Conflict
  - Negotiation and mediation skills
  - Create your personal career plan
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