



ORGANISATIONAL BEHAVIOUR - ONLINE

PIK388-0625 ONLN-1



Place: ONLINE

Venue:

Start Date: 22-06-2025

End Date: 26-06-2025

PPP: £1750



ORGANISATIONAL BEHAVIOUR - ONLINE

PIK388-0625 ONLN-1

**If you can't train them,
you can't blame them!**

Short Description:

COURSE OVERVIEW: You are about to embark on a new learning experience of Organisational Behaviour. You have a big advantage in that you probably work for a business organisation and are, or have been, a member of many others, including voluntary and public sector ones. You also have a lot of experience in the behaviour of other individuals and groups that you meet and interact with on a day-to-day basis. Your behaviour also has an impact on those around you, particularly your peers or subordinates if you have them. It will impact on key people such as your manager or often, as importantly, on your customers and those you work with or require help and assistance from. You might also recognise that such behaviour is not fixed or predetermined but can be positively influenced in both directions. Indeed if the needs of the individual and the demands of the group or organisation are incompatible, this may result in frustrated behaviour or even conflict. Organisational behaviour is concerned with the study of the behaviour of people within an organisational setting. Strictly speaking, only relatively small organisations behave as a collective entity. In large organisations we will be more concerned with behaviour at the individual, group and organisation levels and aim to explain and understand the factors that influence our behaviour at work. In this training program, we will look at each of these three important dimensions in turn unlocking at the end the organisation's black-box potentials (the intellectual capital).

Course Overview:

The Goals:

- 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 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 learning features. A variety of Practical Sessions and Role Plays, and group inter-action 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:

- Develop practical skills in Organisation Behaviour aspects.
- Develop practical skills in trauma and crisis management.
- Learn how stress affects individuals mental health at work.
- Actively identify behaviour and needs at individual, group and organisational levels.
- Learn the skills and knowledge necessary to motivate others.

The Results:

- Reduced costs in relation to stress at work.
- Improved employees' loyalty and performance.
- Improved employee commitment and engagement.
- Staff trained to handle crisis effectively.
- Management of the economic impact on organisational, individual and team performance.

The Core Competencies:

- Understanding of employees' behaviour.
- 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.

Program Outline:

PROGRAM CONTENT:

Day 1: Organisation Behaviour and its importance to Management

1. Introduction
2. What is Organisation Behaviour?
3. Human Relations School.

4. Organisational Structures and Culture.
5. Influencing Organisation Behaviour.

Day 2: The Individual and the Organisation

1. The individual's contribution to the organization.
2. Approaches to Studying Personality.
3. Measurement of Personality.
4. Difficulties in Studying Personality.
5. The Process and Principles of Perception.

Day 3: Motivation Theories and their Implications for Management

1. The development of Thinking of Motivation.
2. Needs and Motivation.
3. Herzberg's Motivators and Hygiene Factors.
4. Models of Behaviour.
5. Process Theories.

Day 4: The Nature and Significance of Groups in Organisations

1. What is a group?
2. The process of group development.
3. Characteristics of workgroups.
4. Roles and skills for effective group performance.
5. The nature of team spirit and characteristics of effective teams.

Day 5: Conflict and Conflict Resolution in Organisations

1. The nature and causes of conflict.
2. Management of conflict.
3. Strategies for resolving conflict.
4. Structures and procedures for conflict resolution.
5. Case study: Siemens - creating a high-performance culture.