



Consulting and Training | Reach New Heights

Course Name

Workplace Behavioural Psychology: Engagement, Change and People Development

Sector Name

HR Strategy and Training

Document Type

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Workplace Behavioural Psychology: Engagement, Change and People Development

Course Introduction

Understanding why people think, feel, and behave the way they do is essential for effective human resources management. Employee attitudes, motivation, perceptions, emotions, habits, and social relationships influence engagement, performance, collaboration, and readiness for organizational change.

Workplace behavioural psychology provides HR professionals with practical insights into individual and group behaviour. It enables them to diagnose people-related challenges, understand the causes of resistance or disengagement, design effective organizational-development interventions, and provide credible advice to employees and managers.

This **five-day** program integrates behavioural psychology with employee engagement, change management, organizational development, people advisory, and coaching. Participants will learn how to analyse workplace behaviour, identify the factors influencing employee performance, and apply practical behavioural techniques to support positive and sustainable organizational outcomes.

Through assessments, workplace scenarios, case studies, coaching practice, and organizational-development workshops, participants will strengthen their ability to influence behaviour and improve the overall employee experience.

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Target Audience

- ✓ HR Managers
- ✓ HR Business Partners
- ✓ Organizational Development Professionals
- ✓ Talent Management Professionals
- ✓ Employee Engagement Professionals
- ✓ Learning and Development Managers
- ✓ Employee Relations Professionals
- ✓ People and Culture Professionals
- ✓ HR professionals responsible for coaching, change, or people advisory

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Learning Objectives

- ✓ Understand the key principles of behavioural psychology and their application in the workplace.
- ✓ Analyse individual, group, and organizational behaviour.
- ✓ Recognize the psychological factors that influence motivation, engagement, performance, and retention.
- ✓ Identify behavioural patterns and the factors that reinforce or discourage them.
- ✓ Apply behavioural insights to improve employee engagement and workplace relationships.
- ✓ Diagnose organizational-development needs using structured tools and behavioural data.
- ✓ Understand organizational culture and its influence on employee behaviour.
- ✓ Design practical organizational-development interventions.
- ✓ Understand the psychology of change and the causes of employee resistance.
- ✓ Apply behavioural techniques to support employees and managers during change.
- ✓ Provide credible, ethical, and evidence-informed people advice.
- ✓ Use active listening, questioning, and reframing in advisory conversations.

- ✓ Apply coaching techniques to facilitate reflection, accountability, and behavioural change.
- ✓ Measure the effectiveness and sustainability of behavioural and organizational interventions.
- ✓ Develop a practical workplace behavioural-change plan.

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Workplace Behavioural Psychology: Engagement, Change and People Development

Course Outline

✓ DAY 1

Foundations of Behavioural Psychology at Work **Understanding Workplace Behaviour**

- Introduction to behavioural psychology in organizational settings
- The relationship between thoughts, emotions, behaviour, and workplace outcomes
- Understanding behaviour at individual, team, and organizational levels
- The influence of personality, values, beliefs, attitudes, and perceptions
- How previous experiences shape employee reactions and expectations
- Distinguishing observable behaviour from assumptions and interpretations
- Ethical considerations when applying behavioural

psychology at work

Understanding Motivation and Performance

- Exploring intrinsic and extrinsic motivation
- Understanding individual needs and motivational differences
- The relationship between motivation, ability, opportunity, and performance
- The influence of goals, expectations, rewards, and recognition
- Understanding reinforcement and its impact on behaviour
- The psychological consequences of fairness and perceived inequality
- Recognizing behavioural and psychological barriers to performance

Behavioural Observation and Analysis

- Identifying workplace behavioural patterns
- Understanding triggers, behaviours, and consequences
- Applying the ABC model of behaviour
- Recognizing helpful and unhelpful behavioural habits
- Avoiding attribution errors and unconscious bias
- Gathering behavioural evidence before reaching conclusions
- Identifying the root causes of people-related challenges

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Course Outline

✓ DAY 2

Employee Engagement, Culture and Workplace Relationships

The Psychology of Employee Engagement

- ✓ Understanding employee engagement from a behavioural perspective
- ✓ Distinguishing engagement, satisfaction, motivation, and commitment
- ✓ Psychological drivers of discretionary effort
- ✓ The importance of meaning, purpose, autonomy, mastery, and belonging
- ✓ The role of trust, recognition, fairness, and leadership
- ✓ Identifying signs and causes of disengagement
- ✓ Understanding the relationship between engagement, performance, and retention

Organizational Culture and Employee Behaviour

- ✓ Understanding organizational culture and behavioural norms
- ✓ Visible and invisible elements of workplace culture
- ✓ How leadership behaviour shapes employee behaviour
- ✓ The impact of policies, systems, rewards, and workplace practices
- ✓ Recognizing healthy and unhealthy behavioural patterns
- ✓ Psychological safety, employee voice, and constructive challenge
- ✓ Identifying gaps between stated and experienced culture

Strengthening Workplace Relationships

- ✓ Understanding interpersonal dynamics at work
- ✓ Developing empathy and perspective-taking
- ✓ Recognizing different behavioural and communication preferences
- ✓ Building trust across teams and organizational levels
- ✓ Managing emotional reactions and workplace tension
- ✓ Encouraging collaboration and positive social behaviour

Creating conditions that support inclusion and belonging

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Workplace Behavioural Psychology: Engagement, Change and People Development

Course Outline

✓ DAY 3

Organizational Diagnosis and Development

Foundations of Organizational Development

- ✓ Understanding organizational development and its strategic purpose
- ✓ The relationship between behavioural psychology and organizational development
- ✓ Viewing the organization as an interconnected system
- ✓ Aligning people, strategy, structure, processes, and culture
- ✓ Understanding planned versus emergent development
- ✓ The role of HR as an organizational-development partner
- ✓ Ethical principles in organizational development

Organizational Diagnosis

- ✓ Identifying performance and organizational-effectiveness gaps
- ✓ Defining the presenting issue and underlying problem
- ✓ Gathering data through interviews, surveys, observation, and focus groups
- ✓ Analysing employee feedback and behavioural information
- ✓ Identifying patterns, themes, strengths, and barriers
- ✓ Conducting stakeholder and force-field analyses
- ✓ Validating findings and avoiding premature solutions

Designing Organizational-Development Interventions

- ✓ Selecting interventions based on diagnosis and evidence
- ✓ Individual, team, process, and organization-wide interventions
- ✓ Culture, engagement, communication, and leadership interventions
- ✓ Team-development and collaboration initiatives
- ✓ Role clarification and process-improvement interventions
- ✓ Assessing organizational readiness and implementation risks
- ✓ Establishing objectives, responsibilities, and success measures

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✓ DAY 4

The Psychology of Change and People Advisory Understanding Behaviour During Change

- The psychological and emotional impact of organizational change
- Understanding uncertainty, loss, control, and identity
- Common employee reactions to change
- Distinguishing resistance, concern, confusion, and lack of capability
- Recognizing the stages of behavioural transition
- Understanding change fatigue and emotional overload
- Identifying individual and group differences in change readiness

Applying Behavioural Psychology to Change

- Diagnosing the behavioural causes of resistance
- Creating clarity, meaning, and personal relevance
- Using communication to reduce uncertainty and build trust
- Encouraging involvement, ownership, and participation
- Reinforcing desired behaviours during implementation
- Supporting managers in leading employees through change
- Sustaining new habits and preventing regression

Becoming an Effective People Adviser

- Moving from transactional HR support to strategic people advisory

- Understanding the business and organizational context
- Diagnosing needs before recommending solutions
- Balancing employee needs with organizational requirements
- Asking effective diagnostic and challenging questions
- Presenting evidence-based people recommendations
- Influencing managers while maintaining professional relationships
- Managing confidentiality, boundaries, fairness, and ethical considerations
- Challenging constructively and communicating difficult advice

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Workplace Behavioural Psychology: Engagement, Change and People Development

Course Outline

✓ DAY 5

Coaching for Behavioural Change and Sustainable Impact

Coaching Psychology in the Workplace

- ✓ Understanding the purpose and principles of workplace coaching
- ✓ Distinguishing coaching, mentoring, advising, counselling, and managing
- ✓ Establishing trust, boundaries, and psychological safety
- ✓ Understanding readiness, motivation, and commitment to change
- ✓ Adopting a non-judgmental and solution-focused coaching mindset
- ✓ Recognizing when coaching is and is not appropriate
- ✓ Ethical considerations and confidentiality in coaching

Coaching Skills and Techniques

- ✓ Practising active and empathetic listening
- ✓ Using powerful questions to generate insight
- ✓ Applying reframing to challenge limiting perspectives
- ✓ Supporting employees in identifying behavioural patterns
- ✓ Setting clear and meaningful behavioural goals
- ✓ Applying a structured coaching framework
- ✓ Encouraging ownership, accountability, and self-directed action

- ✓ Providing constructive feedback and appropriately challenging behaviour

Sustaining Behavioural and Organizational Change

- ✓ Turning insight into practical action
- ✓ Designing behavioural nudges and reinforcement mechanisms
- ✓ Creating supportive workplace conditions
- ✓ Monitoring progress and identifying barriers
- ✓ Using feedback and reflection to support continuous improvement
- ✓ Evaluating behavioural and organizational outcomes
- ✓ Measuring employee engagement and intervention effectiveness
- ✓ Embedding new behaviours into systems, routines, and leadership practices

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Confirmed Sessions

FROM	TO	DURATION	FEES	LOCATION
Oct. 11, 2027	Oct. 15, 2027	5 days	4250.00 \$	UAE , Dubai

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