



# Workshop Portfolio



# Introduction

- We offer a wide range of training workshops, run by our CIPD qualified consultants, who have a wide range of practical experience to draw on and share.
- These workshops can be tailored to suit your business so if you don't see what you are looking for, we can often design the workshop.
- The workshops are informative and informal to enable delegates to gain a full understanding of the subject matter, and equip them with practical guidelines that can be implemented into their organisation.
- Our workshops link to real life case studies.
- We can offer face to face, and remote training options.
- Most workshops are a full day in length, however the duration and content can be adapted depending on the needs of your business and we can deliver in “bite sized” sessions.

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# Interviewing, Hiring and on-boarding

## Overview

The key area of any recruitment and selection process is the interview. Managed well, the interview will provide you with a talented employee who ticks all the boxes on your employee wish list. However, if done badly, you could find yourself wasting time, effort and money re-recruiting for the position or worse, struggling to manage “out” a poor performer.

## Who is it For?

Anyone who is involved in interviews! We cover everything from the preparation, through interviewing techniques, to recording the interview itself to making the offer.

## Workshop Outline

This full day workshop will provide delegates with practical experience of interviewing in a safe and relaxed environment, through interactive exercises and role plays.

## Outcome

- Understand different interview techniques
- Appreciate why interview skills play a key role in the selection of candidates
- Be fully equipped with the tools and techniques to become an effective interviewer
- Understand the need for interviews to be “evidence-based”
- Learn the difference between good and poor evidence, and how to match evidence to role / business requirements
- Observe, grade and undertake a “mock interview” to gain practical experience of using interview techniques
- Understanding the manager’s obligations to induct and onboard and consider who does what, when.

# Developing Job Profiles

## Overview

Having clear, concise and accurate job profiles for each member of your organisation will help you match the roles your people do to the strategic goals and objectives of your business. Effective job descriptions or job profiles mean that your employees understand what is expected of them, new recruits understand their job from the outset and your managers understand the responsibilities of their staff.

## Who is it For?

Managers or team leaders who are accountable for recruiting, managing and developing staff. The course is also suitable for those in HR or Training roles.

## Workshop Outline

This full day workshop will use template documentation and interactive exercises to help delegates develop job profiles for their organisation that are linked to business strategy and objectives.

## Outcome

- Understand the importance of having accurate and up-to-date job profiles for all employees in your organisation
- Understand the link between clearly defined job profiles and effective recruitment / performance management processes
- Appreciate how to identify key role requirements, and turn these into effective job profiles
- Learn how to use template documentation to develop effective job profiles within your organisation, linking these to business strategy and objectives

# Managing Absence

## Overview

Absence does not only affect productivity and profit, but can be a real minefield of legislation for employers do not consider the pitfalls of handling the situation inappropriately. Having policies and procedures in place to manage absence makes it easier for managers to handle absence in a more effective way.

## Who is it For?

Anyone with responsibility for managing absence in the workplace – either in a managerial capacity or as part of an HR team.

## Workshop Outline

This full day workshop will provide delegates with all the knowledge and tools they need to feel more confident when handling absence. With step-by-step guidelines and clear, easy-to-follow materials, delegates will learn how to manage each step of the absence process.

## Outcome

- Understand the real cost of absence to an organisation
- Receive practical guidance on reducing absence through early management intervention
- Have a clear understanding of the difference between short and long term absence and the different approaches to take with each
- Understand the need to conduct and how to conduct return to work interviews
- Receive guidance on when to escalate absence issues to disciplinary stage and how to handle the subsequent disciplinary meeting
- Be able to determine when absence is a disability and how to deal with absence within the context of discrimination

# Understanding Diversity and Inclusion in the Workplace

## Overview

Diversity, inclusion and equality work together in the workplace to ensure that employees have the same rights and opportunities no matter their situation. These help to ensure there is no discrimination in the workplace and that all employees are treated equally.

Diversity is the key for successful businesses and we help you understand how to harness diversity and work with it, rather than against it! Large and small employers may carry out their duties in different ways, but no employer is exempt from these duties because of size.

## Who is it For?

Managers with responsibility for the acquisition, management or development of staff.

## Workshop Outline

From recruitment to performance management, from reward to redundancy, every area is open to potential claims of discrimination. This full day workshop will help you ensure your organisation is legally compliant, whilst bringing you up to date on the latest developments in case law.

## Outcome

- The Equality Act 2010 - protected characteristics and the types of discrimination covered
- Discrimination and equality, diversity and dignity at work – the implications of each
- Dignity at work - What does it look like? Why does it matter?
- Understanding your responsibilities of a diverse and inclusive workplace
- Interactive case studies and discussion

# Managing Conflict and Difficult Situations

## Overview

Managing conflict and difficult situations is something all managers will come up against at some point in their careers. Whether it is a dispute over salary, unrest at work due to tension between employees, or having to deliver bad news, unfortunately conflict at work is inevitable.

## Who is it For?

Any manager or supervisor with responsibility for staff and/or who has encountered difficult situations at work.

## Workshop Outline

This full day workshop will use practical activities and techniques to help delegates develop their own skills and abilities when managing a variety of difficult situations. We will focus on communication, listening and leadership skills, to help enable delegates to handle difficult situations more confidently.

## Outcome

- Realise the values that reflect the desired culture and conduct of an employer of choice
- Understand the need to lead by example in treating others equitably
- Be able to confidently establish workplace relationships, setting ground rules and expectations
- Understand the importance of non verbal communication
- Develop skills and techniques to confidently manage difficult situations

# Conducting Investigations

## Overview

This half day workshop focuses on conducting a fair internal investigation, from gathering and assessing evidence through to presenting findings. It covers key techniques, procedures and checklists to help ensure that investigators are considering critical factors and that the process is fair and un-biased.

## Who is it For?

Any employee who may be involved in conducting an investigation; whether a supervisor or line manager.

## Workshop Outline

Delegates will develop valuable understanding of what the law requires and will learn key skills in the investigation processes, such as analysis and report writing.

## Outcome

- The legal background and burden of proof
- The responsibilities of the employer
- The rights of the employee
- The stages of an investigation
- Listening and questioning techniques
- The role of suspension
- Writing the report and presenting findings

# Managing Disciplinary & Grievance Situations

## Overview

Many employers will find that during some point of their careers, they will be involved in handling a Disciplinary and/or Grievance. There is very specific legislation as to how a disciplinary/grievance procedure should be carried out, which can be a minefield for employers.

## Who is it For?

Any line manager, or anyone who may be involved in managing a disciplinary and / or grievance hearing.

## Workshop Outline

This full day workshop will provide delegates with a full overview of the Code of Practice regarding managing disciplinary and guidance . Delegates will gain confidence in managing this difficult subject by undertaking practical exercises and group discussion.

## Outcome

- Understand the statutory Disciplinary & Grievance code of conduct.
- Know how to handle a disciplinary or grievance interview, including documentation and interview techniques.
- Understand how to handle a subsequent appeal hearing and outcome.
- Be able to deal with conflict and disharmony within the team and manage staff issues effectively through the disciplinary process.
- Consider when suspension may be necessary and the process involved.
- Realise the risks of not undertaking a fair and correct process

# Successful Performance Management

## Overview

Maintaining high performance within your team will go a long way to ensuring everyone is working towards the business' key objectives. The most effective way of monitoring performance is to hold regular appraisals with staff to give feedback on their performance, and understand their key blockages to success.

## Who is it For?

Any manager or supervisor with responsibility for staff and their performance.

## Workshop Outline

This full day workshop will use a number of tools and techniques to guide delegates through the key process of appraising their employees, ensuring they understand the key link between the appraisal process and employee performance.

## Outcome

- Understand “best practice” performance management process
- Understand how to evidence the necessary skills and attributes in the role when evaluating performance
- Realise the value of promoting employees' self awareness of performance
- Understand how linking improved individual performance relates directly to personal development
- Prepare and conduct mock appraisal interviews and manage potentially difficult situations
- Gain the key skills to provide two way feedback
- Understand the need to identify specific individual training needs related to the organisation goals and objectives

# Essential Skills for Managers

## Overview

Taking on the role of Manager can be exciting and daunting in equal measure. As a Manager, you are now not only responsible for your own performance, but also for the performance, coaching, development, management and even reprimanding of a team of people.

## Who is it For?

This course is best suited for those who have recently been promoted into a role with line management responsibility of staff, or those who are seeking a career in management.

## Workshop Outline

This full day workshop aims to provide delegates with the basic skills and tools to become an effective line manager. Delegates will be able to learn in an informal environment, where they can receive feedback and support to enhance their learning.

## Outcome

- Making the transition to becoming a manager and understand what is involved in being a manager
- How to motivate your staff
- How to delegate and direct
- How to plan, organise and manage your time
- How to communicate effectively
- How to train, develop and grow your staff, both new and experienced
- How leadership skills and styles affect performance
- How to get the team to pull together. The importance of being fair, firm and consistent

# Negotiating and Influencing Skills

## Overview

If you need a better understanding of how to use negotiation and influencing skills at work then this workshop is for you! We will help you become an effective negotiator and to understand what skills are required to enable you to influence effectively to bring people around to your way of thinking.

## Who is it For?

Anyone, in any role who feels they need confidence in their negotiating and influencing skills.

## Workshop Outline

We examine what negotiation and influencing are and the main differences between them, whilst developing a positive and confident approach to both. We look at having an awareness of different styles and how to respond to them, demonstrating more impact when communicating and examining effective techniques to enhance your ability to negotiate.

## Outcome

- Understanding the best approach for the people you will be negotiating with
- Preparations required to Influence
- Body language and tone of voice when negotiating
- How to bring people around to your way of thinking
- Getting to an agreement
- How to get to a closing point

# HR For Beginners

## Overview

This is a brief snapshot of the fundamentals which every manager should know, about managing employees.

## Who is it For?

New or junior managers who have little or no experience of managing teams.

## Workshop Outline

We take new managers through the areas of human resource management starting at recruitment and focusing on how to employ, ensuring fair and consistent treatment, what to do when things go wrong and how to end the relationship without risks. This is a must for new or untrained junior managers.

## Outcome

- Recruitment
- Contracts of employment
- Equal opportunities
- Managing discipline and Grievance
- Managing absence
- Ending the employment relationship

# Team Dynamics

## Overview

Teams are more productive when they are motivated. This can be difficult to achieve as most businesses are made up of a diverse range of people with different needs, personalities, preferences and working styles. Understanding what makes everyone different and tailoring your own style to accommodate others can prove rewarding for businesses.

## Who is it For?

Anyone in the business who is part of a team.

## Workshop Outline

This full day workshop uses the personality profiling tool MiRo, to help delegates better understand the key drivers that make up their own personality, and the drivers that may be present within members of their organisation or direct team. We'll use this knowledge to appreciate the diversity of the workforce and promote operational excellence.

## Outcome

- Be able to identify how and why people behave in a certain way
- Understand the MiRo personality profiling tool
- Receive the MiRo personality report to provide a better insight into own personality preferences
- Be able to use knowledge and understanding of preferences to better understand and manage teams
- Explore the advantages of diversity, and understand the benefits this can have for their business
- Be able to use the diverse and varied talents of your workforce, to encourage operational excellence

# Managing Stress & Mental Health in the Workplace

## Overview

With an increase in the numbers of staff reporting to be suffering from mental health problems, this is a real concern for many businesses. We focus on what can be done to support those staff.

## Who is it For?

Any manager who may have encountered an employee reporting stress mental health issues.

## Workshop Outline

Considering at what causes stress and mental health illness, this workshop guides delegates through the legal minefield of mental health and discrimination whilst also providing valuable guidance in supporting affected staff.

## Outcome

- Recognise what might create stressors in the workplace
- Manage employees who are experiencing mental health issues
- Create a supportive working environment
- Recognise potential triggers for vulnerable employees
- Comply with legal responsibilities relating to mental health; understand and mitigate the risks
- Create practical solutions to help your team manage their mental health

# Communication Skills

## Overview

This half day workshop focuses on essential communication for managers – providing an insight into what effective communication looks like and considering how communication can help managers become more assertive.

## Who is it For?

This course is suitable for anyone who has to communicate in a work environment, and particularly for managers who may feel that they need to brush up on their communication skills.

## Workshop Outline

This ½ day workshop aims to help delegates consider their style of communication, how to become effective communicators and when communication is important in a work setting.

## Outcome

- Understand what effective communication looks like
- Appreciate that communication is at the core of creating and receiving respect
- Learn what are the barriers to effective communication
- Understanding the importance of listening and how it links to communication
- Determine how best to practice assertive communication

# Time Management Skills

## Overview

Managers often feel pressed for time, stretched and overburdened as a result of too many tasks and not enough hours in the day.

In this half day workshop we establish how you spend your day and identify timesavers with you. We will demonstrate how you can train to be better organised for peak efficiency, how to understand the importance of and techniques for, setting and achieving goals.

We will work on your time wasters and help you adopt strategies to eliminate them. For good.

## Who is it For?

Any member of staff who wants to be a better time manager.

## Workshop Outline

This ½ day will help you make the most of time at work by getting a grip on workflow, planning effectively and being able to delegate where necessary. The workshop demonstrates how sound delegation and follow up, better organisation and a more organised approach saves time at work.

## Outcome

- Understand the power of becoming more efficient
- Learn how to prioritise goals to achieve the maximum return
- Adopt strategies for effective time management
- Identify and eliminate time wasters
- Understand how to stop procrastinating and reduce interruptions
- Become better organised at work
- Be confident in delegating appropriately

# Customer Service Skills

## Overview

Without customers, each and every business would fail. Your customers are your most important stakeholders, and therefore it is vital to understand who they are, their importance to your business and how you can best meet their needs.

## Who is it For?

Any member of staff who is customer-facing.

## Workshop Outline

This ½ day workshop will enable delegates to recognise who their customers are and realise their importance to your organisation. We'll consider how you can best service your customers, and help you present a positive image of your organisation at all times.

## Outcome

- Understand the importance of customer care
- Identify what makes a customer important to their business
- Understand how you can solve problems on behalf of your customers
- Understand why first impressions are so important
- Be able to deal effectively and confidently with customer complaints
- Be equipped with basic presentation skills

# Presentation Skills

## Overview

Improve your presence and ultimately feel great about presenting your products and services in the best way.

## Who is it For?

Anyone, in any role who feels they need confidence in their presentation style.

## Workshop Outline

This ½ day workshop covers how to use verbal and non-verbal communication to your advantage.

Learn how to control your voice and tone and learn techniques for increasing confidence.

## Outcome

- Verbal and non-verbal communication styles and skills
- Effective breathing techniques to help with confidence
- Presentation styles and delivery techniques
- Handling questions during a presentation

# Managing Assertively

## Overview

Do you wish you were more assertive at work?

Assertiveness is an attitude and a way of relating to the outside world, backed up by a set of skills for effective communication. To be truly assertive, you need to see yourself as being of worth. At the same time, you value others equally, respecting their right to an opinion.

## Who is it For?

This course is suitable for all delegates, with any level of experience or job role, but especially those who would like to become more assertive at work.

## Workshop Outline

This ½ day workshop will use practical exercises and role plays to help delegates become more assertive and learn how to exert that assertiveness in a range of circumstances.

## Outcome

- Understand what “assertiveness” actually is
- Understand the benefits of being more assertive at work
- Have developed their own skills / techniques in becoming more assertive
- Be equipped with ways to prepare for and undertake difficult discussions
- Be more confident in own ability to be more assertive, based on completion of role play exercises

# Effective Delegation

## Overview

Delegation is one of the most important management skills. Many of us wish there were more hours in the day to enable us to achieve everything we set out to do, or get to that one job that we've been putting off for weeks. Effective delegation saves you time, develops your people, grooms a successor, and motivates people to take on more responsibility. Poor delegation will cause you frustration, demotivates and confuses other people and fails to achieve the task or purpose itself.

## Who is it For?

This course is suitable for those who have line management responsibility to help them consider how to best delegate to their team.

## Workshop Outline

This ½ day workshop aims to help delegates consider what tasks they can delegate, who they can delegate to and the methods of successful delegation at work.

## Outcome

- Understand what we mean by “delegation”
- Understand the advantages of good delegation, and the main disadvantages of poor delegation
- Be able to match suitable tasks for delegation to people who you can delegate these to
- Be equipped with relevant examples of “good” and “poor” delegation
- Understand the definitions of different types of contracts e.g. psychological contract and emotional contract, and how these link to delegation and responsibility

# Essential Employment Law Updates

## Overview

Every year, changes to Employment Legislation can impact on how you run your business and how you manage your employees. Increasingly employees are aware of their rights in relation to legal obligations, so it's important that you know what changes are afoot. Let us take you through important changes that will happen and legislative updates; the impact to your business and what you need to do to mitigate the risks.

## Who is it For?

Anyone with responsibility for managing employees in the workplace.

## Workshop Outline

This ½ day workshop aims to ensure that organisations are kept up to speed with recent changes in employment legislation and are informed of future changes.

## Outcome

- Understand what changes to policy and procedures may have to occur as a result of recent legislative changes
- Be informed of forthcoming changes in employment legislation and understand what the practical implications are for your organisation
- Be confident that your organisation is prepared for legislative changes
- Understand the risk to your business for non-compliance

# Developing Company Vision & Values

## Overview

We examine why businesses should have a vision and values and assist delegates to come up with a common vision, and a set of values which represent the ethos of the business.

## Who is it For?

This workshop is best delivered to a group of invested managers and employees who wish to develop company values and who will align their actions to those values.

## Workshop Outline

The mission statement supports the vision and serves to communicate purpose and direction to employees, customers and other stakeholders. Values describe what the business believes in and how it will behave. The workshop will assist delegates to come up with a set of common values which represent the business' ethos.

## Outcome

- A clear vision statement which describes the ethos of the business.
- A set of values which have come from employees based on their knowledge of the business.
- A clear set of descriptors which can be used to demonstrate the values by which employees should behave themselves and against which they can expect to be treated.
- An informal, team building opportunity, encouraging “buy in” from employees.

# Managing Poor Performance

## Overview

Organisations must understand the importance of effective performance management and why it matters. We will show you what to do when the performance plan doesn't work and how to create and implement opportunities for learning, praising good performance and monitoring and evaluating performance.

## Who is it For?

Anyone responsible for managing employees.

## Workshop Outline

This ½ day workshop aims to demonstrate the most common reasons for underperformance, whilst making the link between performance and motivation and using sound leadership and coaching styles to make changes to get the most from under performers.

## Outcome

- Understand what constitutes poor performance
- Understand how to evidence the necessary skills and attributes in the role when evaluating performance
- Realise the value of promoting employees' self-awareness of their performance
- Gain the key skills to provide two way feedback
- Understand the legal and best practice context for dealing with poor performance
- Learn how to effect changed performance and use gained knowledge to drive improvement
- Deal confidently with the consequences of poor performance

# Running Effective Meetings

## Overview

This workshop focuses on meetings – making them count, understanding how to get the best out of them and ensuring that delegates are confident in running and chairing meetings.

## Who is it For?

Any employee who finds themselves frustrated with meetings or who may be responsible for chairing a meeting.

## Workshop Outline

This half day workshop helps delegates understand why meetings are often a time waster and will take delegates through how to make the meeting effective, how to deal with difficult personalities and how to keep to the agenda.

## Outcome

- Understand the fundamentals of conducting meetings
- Learn how to effectively manage meetings
- Be confident communicating effectively as a meeting leader
- Understand how to listen effectively and know the right questions to improve meeting management
- Learn how to delegate during meetings
- Learn how to manage conflict, climates and difficult personalities