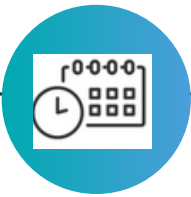


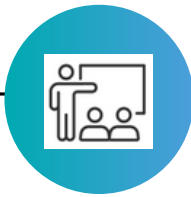


Management Training



Programmes

Delivered for your own teams at your own premises or at our training centre. A minimum of 6 Managers.



Open Courses

Join a range of Managers from different businesses at our training centre. Ideal if you have a small team.



Online

If you have a remote team, our courses can be delivered via Zoom / Teams.

Why train your Managers?

Your Managers and Supervisors have a huge impact on the engagement, retention and output from your teams. More than 50% of employees leaving businesses cite poor management as the key reason for leaving. If this isn't a compelling reason enough, more than 80% of Managers we surveyed received no training when they were promoted but were keen to receive training.



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Why choose us

We understand what Managers need.

As a HR Consultancy we deal with Managers on a daily basis and have an understanding of where their gaps in knowledge are. We often find that mistakes that Managers make in how they handle people challenges are easily avoided with an increased education.

Our workshops have been designed for maximum impact, taking your Managers out of your business for a short space of time for very interactive and practical topics - all of which help them be more effective when they return to the workplace.

27%

of businesses report reduced costs after implementing an education program for managers

56%

of employees leave a business due to poor managers.

84%

of middle managers wish they had received more management training when they first became a manager.

Programme

You build your own programme

Choose from the range of available workshops to build your own programme, you can include all or just a selection - the choice is yours!

There is a minimum of 6 delegates and a maximum of 12 on the programmes. As these are interactive sessions we want all attending to actively participate.

Open Courses

Have a small team?

We run our workshops at our training centre in Leeds on a regular basis and so if you don't have a minimum of 6 Managers to train you can book a place on any of our open courses.

Online

Have a remote team?

If its difficult to get your team in one place for training then we can deliver our Programme option above online via Zoom / Teams.

We occassionally run open courses online subject to demand.

Introduction to Management

The perfect introductory course for any untrained Manager.

The aim of this session is to give Line Managers a good overview of some of the key components that makes them effective in their role.

Objectives:

- Identify the qualities of a good manager.
- Understanding employment legislation and why it matters.
- Introducing the concept of the employee journey.
- Overview of the most common issues (Disciplinary, Grievance and Absence).
- How to set clear expectations.
- What is effective communication – the dark art!
- How to approach difficult conversations.
- What is needed to be an effective Manager.

This course should be followed by the more in depth course topics.

Duration: 2 - 2.5 hours (Dependent on numbers)

Navigating Difficult Conversations in the workplace.

This course is designed to equip employees, especially those in managerial roles, with the skills and confidence to handle difficult conversations effectively. Whether the topic involves delivering critical feedback, addressing conflicts, or discussing sensitive issues, this training provides valuable insights and practical techniques to navigate these discussions with empathy and clarity.

Objectives:

- Understand the dynamics of difficult conversations and why they are challenging.
- Identify the psychological and emotional factors that influence these interactions.
- Develop skills to prepare and plan for difficult conversations.
- Master communication techniques that foster mutual understanding and respect.
- Learn strategies to manage emotions—both your own and others’—during a conversation.
- Build resilience and confidence in approaching necessary but uncomfortable discussions.

By the end of this course, participants will be able to approach difficult conversations with greater skill, confidence, and empathy, resulting in more effective resolutions and a healthier workplace environment. They will gain techniques that are immediately applicable and beneficial for fostering open communication and improving team dynamics.

Duration: 3 - 3.5 hours (Dependent on numbers)

How to Adapt your Management style to increase performance.

This course aims to empower line managers by providing them with the tools and knowledge to adapt their management styles according to the diverse behavioural preferences of team members, as identified through the DISC profiling system. While the focus will not be solely on DISC itself, it will serve as a foundation for understanding team dynamics and improving leadership effectiveness.

Objectives:

- Develop an understanding of the different DISC personality types.
- Learn how to interpret DISC profiles to identify team members' strengths and potential areas for development.
- Explore strategies for adapting management approaches to enhance team performance.
- Foster a supportive and motivating work environment by recognising and leveraging behavioural differences.

By the end of this course, participants will have a comprehensive understanding of how to adapt their management style to better support and motivate their team members. They will leave with actionable strategies to enhance their leadership effectiveness by aligning their approach with the behavioural profiles of their team.

Duration: 3 - 3.5 hours (Dependent on numbers) DiSC profile must be completed online prior to the course and is charged in addition to the course fee.

Getting a positive result from the Disciplinary process.

The disciplinary process is often thought of as a process for punishment when this couldn't be further from the truth. This course is designed to help Managers better understand the Disciplinary process and, more importantly, how to use this to see an improvement in performance or behaviour from their employees.

Objectives:

- Give an overview of the Disciplinary Process and the minimum standard you should be following as a Manager.
- Review what type of behaviour and conduct can be dealt with under the disciplinary process.
- What is involved in investigations and disciplinary hearings.
- What impact can Managers have during this process.
- Consider how you can improve performance as a result of the disciplinary process so you get that positive outcome.

By the end of this course, participants will have a comprehensive understanding of how the disciplinary process works and where their role fits into this process. Also how to get the positive outcome as a result of disciplinary action.

Duration: 2.5 - 3 hours (Dependent on numbers)

How to handle Grievances effectively.

When an employee is unhappy or experiences an issue at work then they have the right to raise a grievance, whether informal or formal. The purpose of this course is to increase the confidence your Managers have to tackle an employee complaint and ensure this is dealt with fairly and correctly.

Objectives:

- Understanding the Grievance process.
- Know the difference between informal and formal grievance.
- How to conduct an effective and thorough investigation.
- What you should cover at a grievance meeting.
- How to communicate your findings and decision.
- What next? How to follow through with the actions needed to resolve the grievance.
- What to do if your findings do not support the employees complaint.

By the end of this course, participants will leave with a good understanding of how to handle an employee complaint confidently and effectively.

Duration: 2.5 - 3 hours (Dependent on numbers)

Absence Management.

Absence in the workplace can be disruptive to the business and also cause ill feeling if not managed proactively. Not all absence is sickness related and so this course explains the range of absences and how best to manage these.

Objectives:

- Adhoc sickness absence and how to implement absence management programmes to give a fair and consistent approach.
- Return to work interviews, what these are and how to use this process to best effect.
- Long term sickness absence, how to support your employees and gain access to expert help to assist you in getting your employees back to work.
- Long term sickness dismissal, when may a dismissal need to be considered and what is the process.
- Family friendly absence - what policies and processes are in place and how do you apply these.
- Unpaid leave requests, how should you handle these.
- Other absence such as Jury Duty, what are your obligations to grant leave.

By the end of this course, participants will leave with an understanding of the different types of absence and how each should be managed fairly and consistently.

Duration: 3 - 3.5 hours (Dependent on numbers)

Effective Performance Management.

The aim of this workshop are to give Managers options on how to get the best from their team through different performance management strategies.

Objectives:

- Understand the importance of Job Descriptions
- What is a Key Performance Indicator and how are these used?
- How regular performance reviews on a 121 basis can boost motivation and morale.
- Dealing with poor performance and how to write a performance improvement plan.
- Appraisals and how to get the most from this process (and not make this a waste of time)
- Reward and recognition, how can you celebrate success?

By the end of this course, participants will leave with different ideas that can be put into practice in the workplace with ease to improve the performance of their teams.

Duration: 2.5 - 3 hours (Dependent on numbers)

Mastering effective recruitment

This course is designed to equip line managers with the essential skills and knowledge required to conduct a successful recruitment process. From crafting precise job descriptions to mastering interview techniques, managers will learn how to identify the best candidates efficiently and make informed hiring decisions that align with organisational goals.

Objectives:

- Understand the full recruitment process and its significance in achieving business objectives.
- Develop competency in creating accurate and appealing job descriptions.
- Learn how to effectively screen resumes and shortlist candidates.
- Master various interview techniques and questioning strategies.
- Gain insights on evaluating candidates objectively.
- Understand legal, ethical, and diversity considerations in recruitment.
- Improve decision-making and reduce hiring biases.

By the end of this course, participants will be proficient in managing the recruitment process from start to finish, equipped with improved interviewing skills and able to make strategic hiring decisions that enhance team effectiveness and contribute positively to the organisational culture.

Duration: 3.5 - 4 hours (Dependent on numbers)

Menopause in the workplace

This comprehensive training course is designed to equip line managers with the essential knowledge and skills to effectively support employees experiencing menopause. By fostering an inclusive and supportive workplace, managers can ensure employees feel valued and empowered to thrive professionally during this phase of their life.

Objectives:

- Increased understanding of what the menopause is.
- To be able to create an inclusive workplace.
- Understand any legal or policy frameworks.
- Develop communication skills to compassionately deal with employees experiencing peri menopause or menopausal symptoms.
- Have clear support strategies.

Upon completion of this training, participants will have the skills and confidence to:

- Actively support and engage with menopausal employees in a compassionate manner.
- Implement policies that create a more inclusive and accommodating workplace.
- Champion menopause awareness and inclusivity initiatives within their organisations.

Duration: 2.5 - 3 hours (Dependent on numbers)

Retention

Retaining your top talent is the key to profitability and growth. Retention continued to be a hot topic for all businesses and losing your best people not only leaves a gap in skills and expertise but a significant cost to replace like for like.

Objectives:

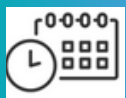
- Understand turnover and what losing top talent means to your business (and competitors)
- How you can improve retention and why it's important to act now.
- The effect leadership and management have on retention.
- Understand what is meant by a total rewards package and options available.
- How to implement a reward strategy that will work for your business and employees

Delegates will leave with a clear understanding of how to implement retention strategies to help them keep more of their valued employees.

Duration: 2.5 - 3 hours (Dependent on numbers)



Prices



Programmes

£750.00 + VAT per
workshop*

*Additional costs for travel may apply
subject to location



Open Courses

from £125.00 + VAT per
delegate



Online

from £95.00 + VAT per
delegate

Part of our loyalty programme?

Check with us to see what discount you are entitled to on
the above prices.



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Bespoke Courses



**If our range of courses are not
what you are looking for...**

**We are happy to discuss creating bespoke courses for
your teams, contact us to arrange a free training
consultation so we can better understand your needs.**



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