

Please note: all courses can be carried out at our offices in Basingstoke or onsite at your premises.

Where you see this symbol  it means we may also be able to carry out the training virtually via a live webinar session online. These sessions will condense the course time to 1-1.5 hours.

We pride ourselves on our bespoke offering and can adapt all training courses to your needs, whether you want longer sessions, shorter sessions, or perhaps a tailored programme unique to your business. Please call us if you need any help choosing the right course.

COURSE TOPIC	WHAT TO EXPECT FROM THE COURSE	COURSE DETAILS	
The Role and Responsibilities of a Manager	Ideal for new managers, this module covers the personal transition from team member to manager, the qualities of an effective manager and how to build credibility as a new manager within the team.	This session provides a great platform on which to build the rest of the modules. Depending on the knowledge and experience of the delegates, we recommend between 2 and 4 hours for this session.	
Leadership for Line Managers	This module will prepare managers for a new challenge as a leader. They will understand the principles of leadership and how to apply them in practice.	We recommend allowing 2 hours for this module - ideal to combine with another topic to really maximise your training time.	
Motivation, Team Working and Team Leadership	This module will be suitable for managers at any level who wish to increase the effectiveness of their team. Delegates will assess their own and their team's styles and plan activities to increase communication and motivation.	This interactive workshop-style session will last for half a day.	
Diversity and Equality	Understand the legal basis for Equality and Diversity as well as the business benefits. This module will provide an overview of the main legislation and its practical implications, and a forum for discussion and debate. Line managers will learn about their unconscious biases, and how to overcome these, what to say (and not to say!), and how they can manage diverse teams effectively. Delegates will take away practical tips for increasing diversity and inclusion within your organisation.	We recommend 4 well spent hours, helping you plan for business benefits and avoid costly complaints or Employment Tribunals. 	
Recruitment, Selection and Interviewing	As recruitment and retention becomes harder in many industries, this module will help delegates attract talented applicants for their organisation, while staying within the law at all stages of the recruitment and selection process. The session will cover how to develop objective selection criteria for effective CV screening, and how to advertise roles effectively. Delegates will prepare for an interview (selecting appropriate interview questions) and practise their interviewing skills including how to score and assess a candidates' suitability for the role. Delegates will also learn how to give feedback to unsuccessful candidates in a manner that both safeguards the organisation from discrimination claims and provides a positive and professional image of the company.	We recommend 3 hours for this module. 	 <p>Combine these to give a comprehensive guide to finding and retaining staff</p>
Induction and Probation	An effective induction for your new starters is crucial to getting them up to speed as quickly as possible and plays a fundamental part in retaining them. This session will help delegates understand the benefits of ensuring your new starters feel welcome, understand the requirements of the role, and have all required training in place. Delegates will also learn that Induction is an ongoing process, that lasts throughout the whole probation period. Regular reviews during probation will ensure they perform to your expectations sooner rather than later, and any training needs or cultural differences are addressed quickly and effectively.	We recommend 2 hours for this module. 	

COURSE TOPIC	WHAT TO EXPECT FROM THE COURSE	COURSE DETAILS	
Performance Management - Improving Performance	This module will help managers to identify poor or under-performance, along with practical ideas and techniques to resolve poor performance informally. Learn when and how to escalate issues and take HR advice.	We recommend allowing 2 - 4 hours for this module. 	 We recommend combining Performance Management and Conducting Effective Appraisals and 121s to really maximise your employees performance
Conducting Effective Appraisals and 121s	Appraisals can often be seen as a “box-ticking” exercise, and may not provide the best possible value. This session will outline the benefits for all involved, and equip managers with the knowledge and skills to lead effective annual Appraisals and 121 meetings throughout the year, including how to set effective objectives.	We recommend allowing 2-4 hours for this module depending on the experience of your managers. 	
Absence Management	This module will be perfect for any organisation that is worried about staff absence or sickness levels. You will learn how to complete effective Return to Work Interviews, how to ease employees back into the workplace following longer term absences and how to utilise Occupational Health provisions for advice. You will gain a good understanding of the law surrounding disability discrimination and the duty to make reasonable adjustments, as well as practical ideas to support employees and improve their attendance levels.	This half day module is suitable for any organisation looking to support their employees and improve their attendance levels. 	 Combine these two for a comprehensive course to help you create a supportive culture which encourages attendance and wellbeing
Wellbeing and Mental Health in the Workplace - for Managers	An introduction to mental health and wellbeing, providing managers with practical tools to build a positive, supportive culture within their team, to help reduce the stigma that is often associated with mental illness. Delegates will learn how to recognise when team members or colleagues may require help, as well as how to offer support.	This full or half day module is suitable for any manager who wishes to learn more about wellbeing and mental health. 	
Wellbeing and Mental Health in the Workplace	This course aims to raise awareness of mental health and wellbeing, and will help delegates understand and recognise the causes, symptoms and support options for a range of common and less-common mental health problems. Aimed specifically at employees, rather than managers, this course will provide practical tools for offering informal support for colleagues who may be struggling.	This full or half day module is suitable for all employees, across all industries, who wish to learn more about mental health. 	
Investigations	Aimed at front-line managers and team leaders, this module will cover how to conduct thorough investigations for disciplinary or grievance issues and the importance of conducting investigations before commencing a formal procedure.	We recommend allowing at least 2 hours for this module. 	 Combine all three of these key subjects into a full day of training to ensure your managers have a full understanding of the procedures
Disciplinary	Managers will learn how to run a disciplinary hearing, ensuring compliance with the Acas Code of Conduct, the difference between misconduct & gross misconduct and the range of reasonable outcomes from disciplinary hearings.	We recommend allowing at least 2 hours for this module. 	
Grievance	This module will cover how to resolve grievances informally, how to conduct a formal grievance hearing and the legal framework surrounding grievances, including the risks of failing to follow a comprehensive process.	We recommend allowing 2 hours for this module. 	
Effective Communication & Giving Feedback	This module is essential for everyone who wants to improve their communication, understand the barriers to good communication and learn how to overcome them! Delegates will take away tips and tools for giving feedback to their team members, colleagues and even their manager.	We recommend 4 hours for this module. 	 Combine Effective Communication and Feedback and Influencing and Assertiveness for a full day's training
Influencing and Assertiveness	An essential skill for managers to achieve win-win outcomes! Understanding what assertive behaviour looks like, describing positive and negative influencing styles and using non-verbal communication tools for influencing.	We recommend 4 hours for this module. 	

COURSE TOPIC	WHAT TO EXPECT FROM THE COURSE	COURSE DETAILS	
Delegation	Managers often find they cannot do everything, but they don't delegate! This module will cover the benefits of delegating and provide a structured approach to delegating effectively.	We recommend 2 hours for this module. 	 Combine Delegation and Effective Time Management and Prioritisation to really get individuals working at their most productive
Effective Time Management and Prioritisation	Suitable for managers at all levels, this session will provide advice on prioritising tasks and activities and eliminating time wasters. We will use 4 hours of your time effectively and efficiently.	We recommend 4 hours for this module, but for experienced managers who just need a refresher, we can condense to 2 hours.	
Problem Solving and Decision Making	In the business arena, solving problems and making decisions are daily events. The course covers a variety of models for problem solving and decision making; the business and emotional factors that you need to take into consideration and different problem solving and decision-making preferences.	This half day training will set up your delegates to gather information, solve problems and make effective decisions.	
Managing Difficult People and Situations	Managers often shy away from difficult conversations, so this module will be perfect for those who need some support in building their confidence! Delegates will identify the types of people and situations they find difficult and a range of challenging situations.	This can be run as a stand-alone module of 4 hours, or combined with our Performance Management module for a full day of training. 	
Change Management	Suitable for managers working in fast-paced environments or those facing changes to the workplace, this module will provide delegates with an understanding of the theory behind change management, coupled with practical tools to understand reactions to change, and support employees facing change or upheaval.	We recommend 4 hours for this module.	
Meeting Management	A lot of time at work is spent in meetings - this module will help ensure that your time is well-spent! Managers will review whether a meeting is the right format, identify the roles needed during the meeting and plan how to follow-up effectively.	We recommend 4 hours for this module, using every moment efficiently and effectively. 	
Employee Engagement	This session is perfect for senior managers or business owners who want to understand what employee engagement is and how it can benefit their organisation. We will explore the link between employee engagement and how it can increase a Company's productivity and profitability in both the short and long-term.	This half-day session will touch on topics as diverse as Recruitment, Benefits, Remuneration and Exit Interview data.	
Culture and Values Workshop	Let us help you define and clarify your company values to support your very unique mission and vision. We will spend time getting to know your culture and future plans, then through a series of pre-work and meetings, we will prepare a full day workshop where your Senior Leadership Team will discuss, debate and agree a set of values to support your ideal culture.	This is a full day workshop, following a series of pre-work and pre-meetings.	
HR Essentials for Managers - a One Day Introduction to HR	An Introduction to the following topics: 3 Employment Law Fundamentals 3 Discrimination and the Equality Act 3 Recruitment, Induction and Probation 3 Managing Attendance 3 Discipline and Grievance 3 Performance Management 3 Appraisal Skills	This is a full day course, providing an interesting and informative introduction to the main areas of HR and people management.	