

Interactive development programme for Line Managers who have responsibility for people management



This training will **develop skills and confidence** in your teams to handle situations in a compliant and effective way in line with Company and legislative procedures.

Tailored to meet your organisational needs taking into account the varying levels of knowledge and experience that exists within your management team.

Flexible
Training
programmes
AVAILABLE

Added value will be delivered to the business through a practicable approach to dealing with the people agenda.

For more information or to book call Deborah on 07891 95 03 41 or Alison on 07816 11 86 31

email deborah.hey@heybridgeassociates.co.uk **or** alison.bridge@heybridgeassociates.co.uk **or visit** www.heybridgeassociates.co.uk

Full details
overleaf

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5 Training modules to suit your needs

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1 Investigation Training:

This training covers all key points with regards to carrying out an effective investigation. From understanding the most appropriate **questioning techniques** through to offering a summary of events to be put forward for any potential disciplinary action. This is a crucial element to be undertaken in the correct way, prior to any further action that may be required to be taken and is fundamental in showing that a good, fair process has been followed.

2 Disciplinary Training:

This session provides a step by step approach to the disciplinary process from **convening the hearing**, holding the meeting and informing of any action applicable, and furthermore to the **appeal stage**. Legislation and key facts around getting this wrong are highlighted to ensure that all participants are fully aware of the importance of following a procedure.

3 Grievance Training:

The session follows a similar step by step approach to Disciplinary Training. This programme will help participants to establish whether the complaint is a grievance or grumble and **how to resolve both of these effectively**. Often more difficult to deal with than a disciplinary matter due to the nature of the complaint and the complex investigation process along with at times the sensitive nature of these issues.

4 Absence Management:

An important part of a line managers role is to ensure that absence is managed fairly and consistently across the workplace. This training will cover all aspects of absence from **authorised through to sickness and unauthorised**. Giving an understanding of what questions can be asked and when a referral to a medical professional is required.

5 Performance Management:

The session makes reference to top 20%, bottom 10% of performance levels across the workforce. We look at motivation, setting SMART objectives and how to **identify and tackle poor performance**. The objective will be to ensure line managers have the knowledge and the expertise to conduct a performance review meeting, detail step by step the process and manage the process through to conclusion.

This training can be delivered in a variety of ways:

- Half day/Full day
- One to one coaching sessions
- Groups of up to 8 delegates
- Modular or in a full structured programme to incorporate all 5 areas

Our aim is to work alongside your team to help deliver your Company's strategic goals, through clear and effective people management.

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