



LEADERSHIP AND MANAGEMENT TRAINING

All courses focus on a practical and interactive approach and are tailored made for our clients' specific business needs. Described below is a selection of previously delivered sessions

1. LEADERSHIP AND STRATEGY WORKSHOPS

CREATING A VISION - Increased clarity of the future direction that an organisation is aiming for and the steps that could be taken to achieve it

CORE VALUES - Discussion and agreement on what the core values should be for an organisation and how to implement them

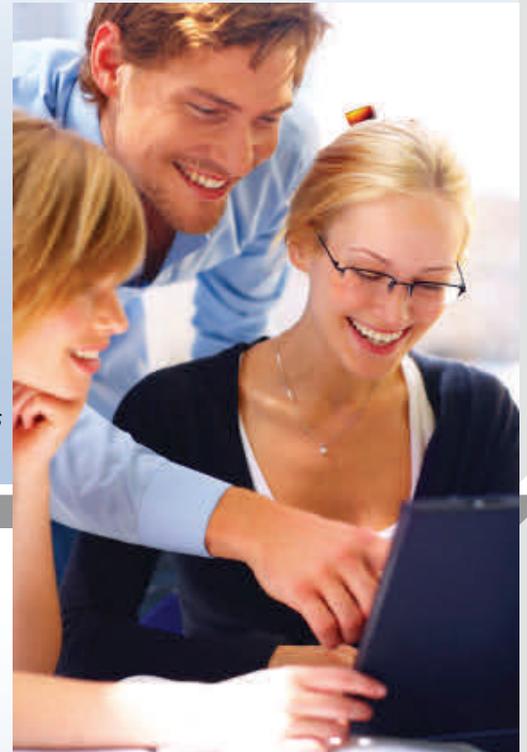
EFFECTIVE LEADERSHIP - Knowledge of different leadership styles and the impact they can have on employees, increased awareness of delegates' preferred leadership style using a variety of tools and models

BALANCED SCORECARDS - The benefits of introducing a balanced scorecard, how to create one and implement it, using case studies

EMPLOYEE ENGAGEMENT - The benefits of engaging with employees, the psychological contract between employer and employee, company culture and employee communication

LEADING TEAMS - Including stages of team development, leadership styles and roles in teams (Belbin)

SUCCESSION PLANNING AND TALENT MANAGEMENT - Discussion and agreement on the identification of high performers within an organisation and how to support their continued development.
(NB can be useful when Boards of Directors/Senior Management Teams are considering their exit strategy)



2. PEOPLE AND SKILLS TRAINING

The following five workshops reflect key stages in the typical lifecycle of an employee and can be run either as a modular management development programme allowing for regular progress review or as freestanding workshops, with a flexible 'pick and mix' approach.

AN INTRODUCTION TO EMPLOYMENT LAW - Key principles that anyone managing staff needs to know

RECRUITMENT AND SELECTION TOOLKIT - Tools and techniques for ensuring that a recruitment campaign is successful, from the design of a job description through to induction of a new starter

MANAGING PERFORMANCE - Including objective-setting, managing probation, holding appraisals and managing poor performance

MANAGING ABSENCE - Including issues leading to sickness absence, practical steps, measurement and monitoring of sickness/absence levels

HANDLING DISCIPLINARY AND GRIEVANCE ISSUES - Including the legal framework, processes and procedures

3. MANAGING CHANGE

CAREER TRANSITION WORKSHOPS/OUTPLACEMENT - Practical support aimed at helping employees who are faced with the prospect of redundancy. Knowledge, ideas and techniques to find re-employment that fits their requirements and give them the confidence they require for their job search and future career

MANAGING CHANGE - Tools and techniques aimed at equipping managers to support employees through change, including the change curve, transition model and communications strategies

4. OTHERS COURSES

TIME MANAGEMENT - Tools and techniques to become more effective at managing workload

TEAM BUILDING - For teams to excel and engage more fully with their organisation and understand the important contribution they make

EFFECTIVE SUPERVISION - An introduction to the principles of effective line management and tools to plan, schedule and meet deadlines effectively

MANAGING CONFLICT - Reasons for conflict, responses, overcoming issues, mediation, dealing with difficult conversations, components of productive communication

EQUALITY & DIVERSITY - including understanding of the meaning and importance of equality & diversity, key principles and legal definitions; how actions and behaviours at work may be interpreted by others; what 'dignity' at work means in practice; the consequences of inappropriate behaviour to individuals and to the organisation and how should managers deal with any issues

COACHING FOR PERFORMANCE - Coaching issues and techniques

CUSTOMER CARE/CUSTOMER SERVICE - assisting companies to provide excellence in customer service

DATA PROTECTION TRAINING - an essential half day course for all



5. ADDITIONAL BENEFITS OF SUCH COURSES

- ⇒ Opportunity to meet and learn with other members of the team
- ⇒ On-going follow up through action plans/reflection notes etc. to carry actions and plans forward.

Location: Sessions can be delivered at HRML offices at Twigworth Court Business Centre (just north of Gloucester), at clients' offices or at an alternative venue to suit all of the delegates



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