



Training Courses to Meet Your Needs

We offer training on a wide range of topics to meet your requirements, including:

- Essential Employment Law • Employment Law Update • Equality & Diversity • Recruitment
- Performance Appraisal • Dealing with Discipline & Grievance • Managing Investigations • Positive Absence Management • Handling Conflict in the Workplace • Outplacement Support

The following training sessions are aimed at giving managers a range of people management tools and techniques, which will enhance their skills in dealing with the many people management aspects of their roles. These sessions can be tailored to your requirements and bespoke as necessary. They are held as either one or half day sessions.

Recruitment

Effective recruitment, selection and induction processes can significantly improve the quality of people you employ and is key to the success of any business.

This session will look at your recruitment process and procedure together with the interview techniques you can use to employ the right people for your business as well as protecting you from legal action.

Equality & Diversity Training

This Equality and Diversity training session has been designed to help learners understand more about their responsibilities for promoting equality and diversity in the workplace.

The session provides an introduction to the Equality Act 2010 and details each of the protected characteristics so you can learn more about what they are and how to avoid discrimination through your words and actions. The Session looks at which behaviour is prohibited by the Equality Act and aims to help you to promote a fairer, more tolerant and more diverse working environment.

Positive Absence Management

It is estimated that UK businesses lose approx £11bn per year through sickness absence. Absence can lead to lower service levels, increased costs in terms of overtime or other cover, and negative impact on individual and team morale.

However, organisations can have a significant impact on absence levels by careful monitoring and management of absence, and positive actions to encourage attendance.

This session looks at how to deal with both short and long-term absences. It will consider how best to manage your absence levels looking at absence management techniques. The session



aims to ensure managers are able to use positive absence management to help minimise sickness absence and maximise attendance in the organisation.

Performance Appraisal

Effective performance appraisals can have a strong effect on business performance. It can help individuals contribute to their full potential, enhance management effectiveness, align employees with organisation goals and improve motivation and morale.

This session provides you with techniques for carrying out the appraisal performance review process and how to give effective feedback. It facilitates the companies own appraisal system and allows managers to understand how to manage performance and gain potential improvements in individuals.

If relevant, we can also facilitate discussion around developing a new appraisal system for your organisation.

Dealing with Discipline & Grievance

This session will provide an insight into the correct means of maintaining acceptable standards of behaviour and performance within the Company. It will cover how to deal with the Grievance procedure and manage people problems within the workplace.

It will help managers to understand the implications for ensuring that your disciplinary processes are legally compliant. It will also make them aware of the “fair” and “unfair” reasons for dismissal and the processes you need to follow so that you act reasonably and fairly. It aims to help managers deal confidently with disciplinary issues and reduce the employment risks associated with discipline and dismissal.

Managing Investigations

Carrying out an investigation is a key element of dealing with various types of employee issues. It is crucial that this is done well in order to help the company make a fair and reasonable decision, based on comprehensive and correct information. This will increase employee confidence in the process and help to protect the company against legal claims.

This course will give you an understanding of the context in which investigations are needed and the potential risks, and the tools to carry out effective investigations from beginning to end.

Handling Conflict in the Workplace

Conflict at work takes many forms and can exist at different levels in the company. Conflict in the workplace can have a negative effect on the day-to-day working of your business.



This session aims to help delegates understand what conflict is, what the causes of conflict are and to build knowledge of how to manage conflict.

Essential Employment Law

Successful employment law claims can result in serious financial consequences for employers, especially when awards can reach six figure sums. Identifying and understanding key responsibilities and the main areas of potential risk can help minimise these risks. This course is ideal for anyone who is involved in the management of people and who would like to get a better understanding of the legal framework for which they are working.

Employment Law Update

This half day seminar gives an understanding of the recent and forthcoming changes in employment legislation and case law, the practical impact it could have on your organisation, and what actions you can therefore take.

Outplacement Support

If your organisation is in the position where it has to implement redundancies, it can be very helpful to offer support to those who are affected in terms of the key skills needed in the job market, e.g. identifying their key competencies, writing CV's and application forms, looking for work, and attending interviews. We can offer group training sessions or one-to-one support, where appropriate, to help people make positive plans for the future.

Other examples of topics that we can build into courses, or run as short workshops include:

- Effective Communication
- Holding Difficult Conversations
- Bullying And Harassment
- Dealing With Grievances
- Assertiveness
- Time Management
- Redundancy
- TUPE Regulations

These are standard training courses, however, it is possible to vary the lengths, combine courses or tailor them to suit your requirements. other topics may also be covered on request.

Contact us: 01462 732444 www.robryanassociates.org.uk