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Smart HR Solutions Limited is an award-winning, leading provider of multi-sector HR consultancy, outsourcing and training solutions. From supporting new business start-ups and SMEs through to global organisations, we pride ourselves on our reputation for delivering a wide range of professional, knowledgeable and value-adding HR solutions to our clients and the excellent testimonials we receive.

Essential HR for Line Managers

Development Programme



Introduction

Smart HR Solutions Limited ('SmartHR') specialises in providing tailored outsourcing and training solutions to harness the power of your people. Our effective HR solutions support attracting, engaging, developing, retaining, and motivating your employees.

Our highly practical **Essential HR for Line Managers** development programme is designed to equip both your new and more experienced Supervisors, Team Leaders and Managers with the **skills, knowledge, competence and confidence** needed to **effectively manage their colleagues** in order to help build **high performing and engaged teams**.

All too often employees are promoted into or hold supervisory positions with people management responsibilities in which they have **received little or no formal training or development**. This is a huge risk to the organisation.

Managing people effectively requires real skill. When people aren't managed effectively, or if Managers lack the skills, knowledge and competence in overseeing their teams effectively, it can negatively impact the organisation. This can lead to **reduced or poor morale, disengaged employees, reduced performance levels, increased absence issues, increased staff turnover and lost knowledge, potential litigation** and its associated costs, as well the **potential impacts to client service delivery and retention**.

Is it time you made the development of people management skills a priority in your organisation?

YOUR PEOPLE – YOUR PERFORMANCE – OUR PASSION

What is unique about SmartHR's development programme?

Rather than your Managers attending a generic 'one size fits all' training course, our **Essential HR for Line Managers** development programme can be customised to your organisation's exact needs. It can be delivered flexibly, for example one session per week – either onsite or offsite.

We will collaborate with you to define the **exact development content** that meets your organisation's needs and **customise it to reflect your own HR / people management policies and practices** so that the participants gain the most value from this programme.

The **Essential HR for Line Managers** development programme is designed to develop the practical skills required in managing people in the workplace on a day-to-day basis. The **highly interactive programme** incorporates **workplace scenarios, case studies and exercises** to enable participants to **increase their skills, knowledge, competence and confidence** so that they can become **more effective people managers**.

The programme has been created by our in-house learning and development experts to meet the increasingly complex needs of those with people management responsibilities.

Who is it suitable for?

Our development programme is suitable for new and more experienced Supervisors, Team Leaders and Managers.

It is also suitable for HR personnel who provide guidance and coaching to others on people management practices.

Programme duration and delivery

The **Essential HR for Line Managers** development programme is designed to be delivered as 5 x 4-hour workshops; however, the duration and content can be customised to suit your needs.

Key benefits of the programme

- Management development programme that can be **customised to suit your identified development needs** and aligned to your organisation's **day-to-day HR / people management policies and practices**.
- Programme can be **delivered flexibly** (onsite at your premises or offsite) over several weeks to minimise any disruption to day-to-day management activities.
- Participants gain **enhanced skills, knowledge, competence and confidence** in dealing with people management areas covering the 'employee lifecycle' from recruitment and selection through to managing performance, and termination of employment.
- **Highly practical and participative** programme containing **real life workplace scenarios, case studies and exercises**.
- Increased understanding of the role of a leader and **people manager**.
- Enhanced knowledge of **day-to-day people management practices** and how to deal with a wide range of scenarios.
- Enhanced people management skills to **support attracting, engaging, motivating, developing and retaining staff**.
- **Reduced time** spent unnecessarily on people management matters as they are dealt with effectively the first time.
- Effective managers **contributing positively to the organisation's culture, image and brand reputation**.
- Increased **employee morale and engagement**.
- **Reduced staff turnover costs** and potential costs arising from litigation, such as unfair dismissal.
- Supports an organisation's aim to become an '**employer of choice**'.

Programme content

Below is the Essential HR for Line Managers development programme content covering 5 x half day (4-hour) workshops, although this can be customised to suit your organisation's needs:

Session 1: Line Management Skills and Behaviour

- Welcome and Introduction to the Development Programme
- Personal Action Log
- Learning objectives
- The role of a Line Manager
- The traits of a great Manager
- Emotional intelligence and self-assessment
- The importance of fairness and consistency in management
- Fairness and consistency scenarios
- The impact of Line Manager behaviour
- Seven dimensions of trust
- Motivating, engaging, and developing your people
- Key people management skills
- Summary, review learning objectives, and PAL update

Session 2: The Employee Life Cycle

- Learning objectives
- The 'Employee Life Cycle' and key people management actions
- Working with HR
- Equal opportunities overview
- Recruitment & selection – key activities
- Inducting a new employee
- Managing probation
- Summary, review learning objectives, and PAL update

Session 3: Performance Management

- Learning objectives
- Setting standards and managing performance
- Key principles of conducting effective appraisals
- SMART objective setting
- Managing performance problems
- Providing constructive feedback, communicating difficult messages, and dealing with difficult employees
- Managing performance – case study / role play exercise and feedback
- Summary, review learning objectives, and PAL update

Programme content

Session 4: Managing Absence, Discipline, Grievances and Leavers

- Learning objectives
- Managing absence
- Managing absence scenarios
- Managing a return to work
- Disability and making reasonable adjustments
- Managing discipline
- Conducting workplace investigations
- Investigation plan and investigation report
- Managing discipline scenarios
- Handling performance problems
- Managing grievances
- Handling a grievance scenario
- Managing leavers and the transition process
- Summary, review learning objectives, and PAL update

Session 5: Mental Health and Wellbeing for Line Managers

- Welcome and introduction to the workshop
- Learning objectives
- What is wellbeing and what does it cover?
- Mental health and wellbeing – the bigger picture
- Who is responsible for managing mental health and wellbeing?
- Common mental health conditions
- Identifying the signs of 'stress'
- Intervention v escalation
- Signposting mental health and wellbeing resources – internal and external
- How to support an employee with declining mental health
- Starting a conversation about mental health
- Creating and monitoring Wellness Action Plans
- Understanding your role in preventing stress
- Key Manager behaviours used to support positive mental health and wellbeing
- Managing your own pressures more effectively
- Ways to promote positive mental health and wellbeing in the workplace
- Scenarios and approaches to effectively manage mental health issues in the workplace
- Summary, review learning objectives, and PAL update
- Feedback forms and Certificates of Attendance

Key learning objectives

- To gain **enhanced skills, knowledge, competence** and **confidence** in dealing with day-to-day people management practices.
- To understanding of the role of a leader and **traits of a great people manager**.
- To understand the importance of **fairness and consistency in managing people** and the impact of line manager conduct and behaviours.
- To understand how **equality legislation impacts on people management practices** and how to avoid the pitfalls.
- To identify potential **reasonable adjustments** for employees with disabilities.
- To be able to create **SMART objectives**, give **constructive feedback** and manage individual and team performance through **effective performance reviews**.
- To improve knowledge and competence in **managing induction** and **probation**, **managing absences**, dealing with **performance and capability issues**, and **disciplinary and grievance** situations.
- To develop a better understanding of **common mental health conditions**, how to **identify the signs of stress or declining mental wellbeing** and signpost staff to **mental health and wellbeing support resources**.

Testimonials

*We're proud of the excellent testimonials received from our highly successful **Essential HR for Line Managers** programme:*

"This course has been very informative. Gail clearly has a deep understanding and articulates the information superbly. There is so much you can take away from the course and use to improve in your own areas."

"SmarHR have developed a very good and well facilitated course which covers the essential topics and examples for managers of an organisation."

"I found the course to be valuable and contained all the relevant information to enable me to improve my role as a line manager."

"Gail's training was well delivered and packed with useful and relevant material. I would recommend the Essential HR for Line Managers course to anyone wanting to improve their skills in this area."

"SmarHR offers a wealth of knowledge and experience in the field of HR. The Essential HR for Line Managers sessions deliver a good foundation and practical advice to both new and more experienced Managers alike."

Contact Us

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Please contact us to discuss your development needs



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