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| **Course Name** | **Outline** |
| Absence Management | * Understanding the different types of absence * Understanding the causes of absence * Measuring absence * Managing absence (short-term & long-term) * Preventative actions * AWOL & other absence related issues |
| Effective Recruitment Methods | * Understand the legislation underpinning selection methods * Apply relevant recruitment processes to their individual situations * Develop questioning techniques & listening skills to support the structured interview * Make recruitment decisions that meet capability requirements * Gain perspective into the benefits of using an effective induction process |
| Handling Sensitive Issues | * The provide an overview of the meaning of Equal Opportunities, the Equality Act & Key Legislation * The Equal Opportunities Policy & Dignity at Work * Management of related issues in the workplace: * Bullying & Harassment * Managing Stress * Alcohol & Substance Abuse * Personal Relationships at work * Personal Hygiene |
| Leadership Skills | * Role of a Manager/Leader * Leadership Behaviour (Skills, Knowledge & Attitude) * Leadership Styles (What style do you have?) * An introduction to Communication & Listening Skills * An introduction to Coaching & Feedback Skills |
| Managing Change | * Define change & understand its impact * Describe the role of the ‘change agent’ * Review why change programmes succeed or fail * Use tools & techniques to develop a culture that is positive about change |
| Managing Conflict | * Assertiveness in Managing Conflict * What is Conflict & Sources of Conflict * Structuring Interactions * Managing Conflict Skills: * Dictionary of Assertive Skills |
| Managing Performance | * To provide participants with an awareness of the ways in which performance can be effectively managed (informally & formally) * To discuss the need for Disciplinary & Grievance Procedures * Provide an overview of the current legal framework & related statistics * Look at the types of Misconduct & Poor Performance * The Disciplinary Process & Procedures * The Grievance Process & Procedures |
| Personal Effectiveness | * Presenting a positive image in the workplace * Gaining an insight into behaviour and motivation * Exploring effective interactions with others * Using appropriate strategies for influence & impact * Hints & Tips for developing resilience |
| Planning & Prioritising | * Identify and prioritise goals and set SMART targets * Use simple tools to prioritise work of yourself, and where appropriate, others * Identify the importance or urgency of tasks and manage accordingly * Manage interruptions and other unscheduled events effectively * Analyse your time to optimise performance using delegation to its best advantage * Manage meetings using a structured process |
| Teamworking | * Define the principles of successful teamwork * Gain knowledge of why effective teamwork is essential for success * Outline the stages of how a team develops * Gain an insight into team mentoring * Understand the benefits & mechanics of holding regular team briefings |
| Skills for Trainers | * Describe a systematic approach to managing training activities * Demonstrate understanding in how and why people learn * Use presentation skills in order to confidently deliver training sessions * Use a variety of communication skills to effectively train individuals and groups * Develop techniques for handling difficult training situations and trainees |
| Coaching Skills | * The importance of coaching & developing others * Identify what coaching is and the competencies of an effective coach * Use a structured approach to coaching to develop team members * Create action plans in order to become an effective coach |
| Strategies for interaction, influence & impact | * Communication Skills * Personal Effectiveness * Strategies for Influencing & Impact * Negotiation Skills |
| Presentation Skills | * Prepare and deliver professional presentations using the story telling technique * Identify techniques to control pre-presentation nerves * Develop techniques to understand and manage the audience * Select the appropriate communication style for the presentation * Deal with questions which may arise in a professional manner * Use visual aids effectively |