



HRRESPONSE

HR MANAGEMENT
TRAINING



HR MANAGEMENT TRAINING

Introduction

HR Response believes in delivering fun, interactive training to our delegates, to ensure a greater retention of what they are learning.

With more employment legislation coming into force, it is becoming ever more important to train line managers to deal with the issues they face 'at ground level'.

They must have a good understanding of the reasons why issues should be dealt with a certain way, and what the consequences of their own actions are; such as the cost to the business.

Our training is designed and delivered by an established HR Consultant, who is qualified to Chartered MCIPD status.

All courses/programmes of learning are written with the client in mind; using their own policies and procedures. We make it our priority to understand the client's main objectives for the training – rather than impose our own objectives on them!



HR MANAGEMENT TRAINING

PERFORMANCE MANAGEMENT

Although managing performance isn't a legal requirement, there are a number of legalities that need to be considered when implementing a performance management process within a business. This course focuses on the most relevant legal and personnel issues of performance management.

Legal considerations include; equal opportunities, discrimination issues, full time or part time working, data protection, statutory procedures, sanctions and rewards.

Human Resource management considerations include; general communication, interviewing skills, setting objectives, performance monitoring methods, how to manage poor performance, and giving & receiving constructive feedback.

Although all one day events are tailored to meet the client's specific needs, a typical one day event would be as follows:

- 09.30 Welcome & introductions
- 09.45 Appropriate ice breaker game
- 10.00 Building a performance management process
- 10.45 Break
- 11.00 Discussing the relevant legal issues that must be addressed
- 12.30 Lunch
- 13.15 Afternoon warm-up
- 13.30 Personal development skills relevant to conducting performance reviews
- 14.45 Break
- 15.00 Identifying and dealing with poor performance
- 16.00 Summary & questions
- 16.30 Evaluation & Close

We also deliver open courses. Please ask for more information.

Contact:

HR Response
The Mayfair Walk
Oxford Street
Long Eaton
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NG10 1JR

Tel: (0115) 9728708
Fax: (0115) 9729641

E: info@hrresponse.co.uk

www.hrresponse.co.uk

**One day, in-house course fee:
£650 + VAT**

Based on 10 delegates per course
and inclusive of all materials and
preparation time.

A previous delegate said:

"Good open questions which resulted in good debate and open discussion"



HR MANAGEMENT TRAINING

RECRUITMENT & SELECTION

It is becoming more and more difficult to recruit and retain the right staff. Employment legislation such as that related to all forms of discrimination, and other employment related regulations such as health and safety, and the Asylum & Immigration Regulations make recruiting a testing time. Our course addresses business appropriate aspects of legal and personnel management implications when recruiting.

Legal issues include; equal opportunities, discrimination issues, record keeping, data protection, what not to ask, conditional offers & contracts.

HRM issues include; job analysis, job descriptions & person specifications, advertising, CV's & application forms interviewing skills, making the decision.

Although all one day events are tailored to meet the client's specific needs, a typical one day event would be as follows:

- 09.30 Welcome & introductions
- 09.45 Appropriate ice breaker game
- 10.00 Preparing to Recruit; identifying the job, and type of person required
- 10.45 Break
- 11.00 Discussing the relevant legal issues that must be addressed
- 12.30 Lunch
- 13.15 Afternoon warm-up
- 13.30 Personal development skills relevant to interview and selection
- 14.45 Break
- 15.00 Offer letter, probationary period, and contract of employment
- 16.00 Summary & questions
- 16.30 Evaluation & Close

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A previous delegate said:

"Your approach was professional, systematic and impressive"



HR MANAGEMENT TRAINING

DEALING WITH ABSENCE

A fact of working life is that one day staff will be ill and absent, and we try to cope the best we can. However, when staff are absent on a regular basis for minor issues, or on long term sick leave, there can be a huge impact on the business. This course looks at legal implications regarding absence and the HR solutions that can be introduced to encourage employees away from short or long term absence.

Legal issues include; policies, discrimination issues, statutory disciplinary procedures, data protection, access to medical records act, ill health dismissals, performance v capability.

HRM issues include; communication, return to work interviews, unauthorised absence, persistent absence, long term absence, attendance reward, motivation, and monitoring absence levels.

Although all one day events are tailored to meet the client's specific needs, a typical one day event would be as follows:

- 09.30 Welcome & introductions
- 09.45 Appropriate ice breaker game
- 10.00 Understanding types of absence and the affect on business/colleagues
- 10.45 Break
- 11.00 Working with policies and procedures that reflect the company culture
- 12.30 Lunch
- 13.15 Afternoon warm-up
- 13.30 Legal issues to consider when dealing with absence
- 14.45 Break
- 15.00 Practical solutions to unauthorised, persistent or long term absence
- 16.00 Summary & questions
- 16.30 Evaluation & Close

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A previous delegate said:

"The handouts and explanations helped my learning and development"



HR MANAGEMENT TRAINING

AVOIDING WORKPLACE CONFLICT

The introduction of Statutory Dispute Resolution Regulations in October 2004 has had a huge impact on how discipline and grievance is handled in the workplace. However, by applying best practice, disputes can often be avoided. This course focuses on building the skills needed to avoid serious conflict, and how to resolve issues with informal intervention.

Legal issues include; harassment, bullying and stress, information and consultation, the role of mediation, dignity at work.

HRM issues include; defining conflict at work, steps to avoid conflict, good communication and body language, aggressive vs. assertive behaviour, reaching compromises.

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- 09.30 Welcome & introductions
- 09.45 Appropriate ice breaker game
- 10.00 Defining what conflict really is
- 10.45 Break
- 11.00 Understanding the legal perspective of conflict at work
- 12.30 Lunch
- 13.15 Afternoon warm-up
- 13.30 Skills needed in avoiding potential conflict between employees
- 14.45 Break
- 15.00 Practical solutions to conflict such as mediation and compromise
- 16.00 Summary & questions
- 16.30 Evaluation & Close

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A previous delegate said:

"I enjoyed the layout of the session and it helped me along with ease!"



HR MANAGEMENT TRAINING

DEALING WITH WORKPLACE CONFLICT

Sometimes conflict cannot be avoided, therefore it is necessary to know the best way of dealing with it when it does happen. Line Managers tend to be on the frontline of conflict, therefore their skills and knowledge are paramount to the business to reduce the risk of tribunal action at a later date.

Legal issues include; statutory dispute resolution, disciplinary procedure, grievance procedure, appeal procedure, record keeping, varying terms and conditions, dealing with 'victim' and 'perpetrator'.

HRM issues include; investigation techniques, inviting to interview, conducting an interview, coming to a reasonable decision, informing of the decision, reaching compromises.

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- 09.30 Welcome & introductions
- 09.45 Appropriate ice breaker game
- 10.00 First steps to take when a problem arises.
- 10.45 Break
- 11.00 Legal issues associated with the Statutory Dispute Resolution Regulations
- 12.30 Lunch
- 13.15 Afternoon warm-up
- 13.30 Practical skills needed to stay compliant with statutory procedures
- 14.45 Break
- 15.00 Understanding the affect of grievances and disciplinary on employees
- 16.00 Summary & questions
- 16.30 Evaluation & Close

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A previous delegate said:

"I can relate all of today with the job I am doing"



HR MANAGEMENT TRAINING

EMPLOYMENT LAW OVERVIEW

Employment legislation is forever changing. There are new Acts, Bills, Regulations, Amendments, not to mention case law (how the legislation is interpreted in court). It is no wonder so many businesses find it difficult to keep up with things. This course is intended for business owners and/or managers who need to know the basics so that they can deal with every day staffing issues without the fear of legal action being brought against them.

Legal issues include; terms and conditions, restrictive covenants, disability discrimination, dispute resolution, maternity & paternity provisions, performance and capability.

HRM issues include; recruitment and selection process, probationary periods, holiday entitlement, performance management, investigation of misconduct,

Although all one day events are tailored to meet the client's specific needs, a typical one day event would be as follows:

9.30	Welcome and Ice Breaker
9.45	Recruitment basics
10.45	Break
11.00	Contract of Employment
11.15	Induction and Probationary Period
11.30	Performance Management
12.00	Dispute Resolution
12.45	Lunch
13.30	Afternoon Warm up
13.45	Absence Management
14.30	Discrimination
15.15	Break
15.30	Family Friendly policies
16.15	Summary and questions
16.30	Evaluation and Close

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*A previous delegate said:
"This event deserves ten out of ten"*



HR MANAGEMENT TRAINING

TRAINING IN-HOUSE

There are some training needs that could and ought to be addressed in house; but how do you go about putting a training session together, and how do you know if it's going to be effective? This course is aimed at HR Managers, Trainers, and Line Managers who have training as part of their job description.

Legal considerations include; equal opportunities, discrimination issues, mandatory training, copyright, record keeping and data protection

Human resource management considerations include; induction programmes, identifying training needs, designing training, presentation skills, evaluating the effectiveness of training

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09.30	Welcome and Ice Breaker
09.45	Building an Induction Programme
10.45	Break
11.00	What is mandatory training?
11.15	Equal Opportunities and Discrimination issues
11.30	Identifying training needs
12.00	Designing training interventions
12.45	Lunch
13.30	Afternoon Warm up
13.45	Presentation Skills
14.30	Copyright, Data Protection
15.15	Break
15.30	Evaluating the Effectiveness of Training
16.15	Summary and questions
16.30	Evaluation and Close

We also deliver open courses. Please ask for more information.

A previous delegate said:

"The session was great fun. Very enjoyable with lots of information to help us"



HR MANAGEMENT TRAINING

AVOIDING DISCRIMINATION AT WORK

The Age Discrimination Regulations have given employers a great deal to think about. It has been necessary to review all policies and procedures to ensure there is no discriminatory practice. However, as will all discrimination regulations there has been the need to shift thought processes. This course is suitable for HR Administrators, and Line Managers as it deals with the issues faced when directly dealing with people at work.

Legal issues include; direct v indirect discrimination, race and religious belief discrimination, sex and sexual orientation discrimination, disability discrimination and age discrimination

HRM issues include; recruitment procedures, succession planning, training and development, retirement, avoiding harassment and victimisation, steps when making a complaint

Although all one day events are tailored to meet the client's specific needs, a typical one day event would be as follows:

9.30	Welcome and Ice Breaker
9.45	Direct v Indirect Discrimination
10.15	discrimination overview
10.45	Break
11.00	Recruitment Procedures
11.30	Discrimination Case Studies
12.00	Training and Development
12.45	Lunch
13.30	Afternoon Warm up
13.45	Succession Planning/Retirement
14.30	Harassment and Victimisation
15.15	Break
15.30	How to handle discrimination complaints
16.15	Summary and questions
16.30	Evaluation and Close

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A previous delegate said:

"Very informative...It made me think"