

21st Century Manager

Upskill managers to manage



Management development training programme: 21st Century Manager (4 x 1 day development over a 2–3-month period)

Reduce risk - change behaviours - enhance culture



Let us help you to continue to develop your front-line managers. It is often the case that managers are promoted for their specific expertise and that people management skills are not developed in the same manner. This may be due to increased workload, lack of training or indeed lack of will, but gone are the days where companies have large enough HR teams to manage all things people-related. It is often the case that by the time a matter reaches HR, it's too late. Given forthcoming changes to employment law, this is an essential programme to ensure your team is upskilled and ready.



We are observing a substantial increase in employment tribunal claims and there is an ever-evolving legal landscape with employment law. Increased legal spend on defending employment tribunal claims and/or dealing with complex matters that have progressed slowly, resulting in increased risk and a disengaged employee, does little to add value to business in an increasingly competitive global market. The damage of perception and/or inappropriate conversations within an organisation is an increasing threat. To bring about real change, it is imperative to link knowledge of employment law, internal processes and good practice with appropriate behaviours in the workplace. We believe that investing in managers is key to future success.

- ✓ **Have you promoted leaders within your organisation due to their technical expertise but not yet fully invested in upskilling their people management skills?**
- ✓ **Do you have managers who believe that it is the job of HR to deal with all people matters such as employee grievances, performance management, disciplinary related matters and/or motivation and engagement of their teams?**
- ✓ **Do you worry about banter from certain pockets of your organisation?**
- ✓ **Does your HR team struggle to deal with the amount of operational support requested by managers?**
- ✓ **Are you concerned about the increase in Employment Tribunal and increased legal spend?**
- ✓ **Do you want a culture where managers manage their teams at ground level and bring out the best in them, enhancing results across the board?**

If you have answered '**yes**' to any of these questions, we would very much welcome the opportunity to discuss how our bespoke management development training programmes, tailored to the needs of your business, can help to transform your culture. See example course profile overleaf.

Our management development training programmes are practical, unique and enjoyable – designed to bring about genuine cultural change. **A business is nothing without its people – let us work with you in enabling your talent to reach their full potential.**

Contact us



Joanne Boyle (she/her) is a Legal Director specialising in Employment Law and has delivered numerous performance improvement and development programmes to senior operational managers to assist companies in building a more sustainable and engaged workforce, getting the best out of their talent. Joanne has a unique innovative style that will leave long lasting memories to support real change.

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Example course profile:

21st Century Manager



This practical programme transports you into the world of employment law, legal rights and your responsibilities as a manager and leader. We will touch on the human side of HR policies as well as ensuring you are equipped with the essential skills, knowledge and behaviours to effectively manage performance, reduce people challenges and improve retention and engagement within your teams.

Duration: 4 x 1-day modules: The programme runs sequentially therefore; you must be able to attend **all four days** when accepting your place.

Part 1: Managing your team within the law (2 days)

Day 1:

- Culture
- Dealing with Employee Concerns

Day 2:

- Fair Dismissals
- Reorganisations, Restructuring &
- Redundancy
- Dealing with Disciplinary Concerns

Part 2: You and your people (2 days)

Day 3:

- Discrimination & The Law
- Menopause Awareness
- Stress Awareness
- Managing Absence & Disability

Day 4:

- Supporting and Managing Under Performance
- Action going forward

Time: 09.30 – 17.00

Aimed at: Every people manager and leader with line management responsibilities.

What will I learn?

As a result of attending the 21st Century Manager programme delegates will:

- ✓ Identify the HR role and responsibilities of a modern manager.
- ✓ Deal professionally and confidently with employee related issues.
- ✓ Develop a clear understanding of the current employment legislation and your company's HR policies in place to manage people challenges effectively.
- ✓ Understand what discrimination in the workplace means.
- ✓ Understand how to manage absences effectively.
- ✓ Handle and resolve grievances positively and use proven techniques to 'nip issues in the bud'.
- ✓ Use practical tools for holding performance management conversations (informal and formal discipline conversations).
- ✓ Understand how the law effects day to day management decisions and responsibilities.
- ✓ Learn how to communicate with and work more effectively with people using different styles for different individual.

Topics

- Culture & behaviour
- Dealing with grievances/employee concerns
- Compensation
- Harassment or Banter?
- TUPE
- Fair process & dismissals including SOSR (changing terms and conditions), potential reorganisations, redundancy and dealing with disciplinaries
- Equality Act 2010
- Disability matters in the workplace and reasonable adjustments
- Managing absence
- Stress - awareness & support
- Menopause - awareness & support
- Supporting performance management
- Questions / reflections
- SWOT analysis