

We solve people problems

Training Brochure



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Introduction

We can deliver training in workshop format to deliver the programmes outlined below, or you might use a modular approach where you can pick and mix modules from amongst those below to suit your business needs.

All workshops are active and participative rather than in lecture form so as to embed both knowledge and skills.

Previous attendees said:

“I cannot thank you enough for this week’s session. The feedback has been overwhelmingly positive. I have so much constructive feedback to improve our communications processes too. Thank you!”

“The practical tips for dealing with challenges made me question why and how I do things.”

“It has given me great insight into what makes a good manager, and my responsibilities to my team and the company as a whole.”

Employment Law and its Practical Application



These sessions help with utilising employment law flexibly, without taking risk, and making the organisation work better. This will help managers feel more comfortable in dealing with difficult situations such as misconduct, performance, absenteeism, redundancy and breakdowns in trust and confidence.

- Content to include:**
- Law of statute/law of contract and precedents, and case law.
 - The five statutory routes to improving performance or exiting individuals if the improvement is not achieved
 - How tribunals work in outline and the various steps for each party
 - Principles of the application of law and common challenges and how they work in practice
 - We bring employment law to life by dispensing with the irrelevances and by using case studies to remove the fear of tackling tricky challenges by using employment law with increased confidence

Suitable for: Line managers who need a refresher, or new managers who find that HR is now included in their remit will learn how employment law works in principle and how to employ it on a day-to-day basis. Chairman and chief execs, as well as finance and office managers who have HR within their remit but do not have detailed knowledge of employment law would also find this beneficial.

Duration: 1 workshop (3.5 hours) – interactive including case studies and discussion.

Modern Leadership



These sessions help managers transition from transactional managers to modern business leaders, inspiring engagement and driving performance in the new generation of employee.

- Content to include:**
- Management v Leadership
 - Modern leadership – what makes a leader effective in today's working environment
 - Using employee engagement to drive business success
 - Becoming the leader everyone wants to go the extra mile for
 - Creating an inspiring vision and motivating teams to work to achieve it
 - Setting goals, planning, and managing time to achieve them
 - Recruiting the right people
 - Giving feedback and coaching teams to manage performance and drive success

Suitable for: Managers preparing for leadership roles or leaders wanting a refresher.

Duration: 5 workshops (3.5 hours each)

Effective Management



These sessions arm attendees with the tools they need to become effective managers, capable of driving the performance of their teams and, consequently, your business.

- Content to include:**
- Effective and non-effective management
 - Time management (coping with additional management responsibility and leading by example)
 - Communication (achieving clarity, learning to listen and Transactional Analysis)
 - Delegation (as a development tool)
 - Objective setting (understanding how to set truly SMART objectives to motivate teams and drive performance)
 - Motivation (inspiring your teams to perform)
 - Feedback (using feedback as a tool to motivate and develop)
 - Performance management (performance review cycle, capability/disciplinary, and nipping issues in the bud)
 - Coaching (how to empower your team)

Suitable for: New managers or those wanting a refresher.

Duration: 4 workshops (3.5 hours each)

Recruitment and Retention



Finding the right people to fit with your organisation's needs and culture is the key to business success. But how do you identify, attract and retain your perfect team?

- Content to include:**
- The cost of getting it wrong
 - Resource planning
 - Establishing selection criteria
 - Creating realistic and appealing job specifications
 - Running an effective recruitment process (including interview skills)
 - Suitability v eligibility
 - Making a good first impression
 - Why do people leave?
 - Why do people stay?
 - The modern workforce
 - Retention planning

Suitable for: Managers and those involved in recruitment

Duration: 1 workshop (4 hours) to give an overview, or 2 workshops (4 hours each) to allow for a more in-depth experience, with practical work tailored to meet the organisation's needs.

Managing Through Performance Reviews



Particularly useful before the start of the appraisal season, this workshop aims to change the perceptions of appraisals from a tick box exercise to a powerful tool for setting expectations, managing and driving performance, and achieving business success.

- Content to include:**
- Appraisals – why the bad rep?
 - Importance of vision, mission, values and business plans
 - Setting direction (setting truly SMART objectives to drive business success)
 - Planning the route (action planning to support achievement of objectives)
 - Keeping on course (regularly checking in, monitoring progress, giving and receiving feedback and motivating)
 - Preparing for and running effective check-ins and appraisals

Suitable for: HR and anyone conducting appraisals or managing performance.

Duration: 1 workshop (3.5 hours) – can be tailored around organisations' performance review systems and documentation

Dealing with Capability Issues



A workshop on the legal framework and soft skills for dealing with capability issues. The single most difficult challenge for many managers is how to give clear and lucid feedback to bring about behavioural and performance change. This workshop is designed to make this activity easier, and to know where and how to start and follow through.

- Content to include:**
- Preventative measures – getting the best out of people – the informal start and when to escalate
 - How the law works
 - Managing performance – what is it and how to tackle it
 - Correct procedures to bring about behavioural change
 - Communication skills to put procedures into practice
 - Dealing with confrontation – assertiveness and expressing yourself clearly
 - Preparing and conducting a formal capability meeting
 - Difficult situations and behaviours including Non-Violent Communication

Suitable for: Anyone in a leadership or management role dealing with below par performance or difficult situations or attitude.

Duration: 1 workshop (4 hours) – can be tailored to suit situations and culture.

Building Resilience and Dealing with Difficult People



Improve your team's morale, productivity and confidence by giving them the skills to deal with difficult colleagues and clients.

- Content to include:**
- Defining 'difficult' behaviours
 - Introducing theories to help attendees identify and address difficult behaviour (including Control Dramas, Transactional Analysis and Non-violent communication)
 - Practical work applying theory to specific problems or case studies
 - Building resilience – how to flip a problem into a challenge and arm yourself with the planning and confidence building tools to address difficult relationships

Suitable for: All employees

Duration: 1 workshop (4 hours) – can be tailored to suit situations

The Art of Selling



A workshop for non-sales people who take on 'sales' responsibilities, such as new business, business development, and product or service promotion.

- Content to include:**
- Understanding what makes people buy
 - Identifying what you are selling and understanding that it's not just the service or product
 - Competitor reviews
 - Effective marketing
 - Building credibility
 - Identifying your audience/customer
 - Conducting 'sales' conversations (planning, conducting, following up)
 - Needs matching and negotiating
 - Dealing with knockbacks

Suitable for: All employees

Duration: 1 workshop (4 hours) – can be tailored to suit situations

Communication Skills and Styles



This workshop is aimed at those managers who find it difficult to use language for getting the best out of their team members. It will include how to develop a competency framework and why this is so important. It will look at barriers to communicating effectively and why individuals are reluctant to articulate what they mean. It will help individuals 'speak their truth'. The focus will be on oral communication, but the learning will be equally applicable to written communication and how one needs to tailor the style to fit the target audience, so that communication is 'heard' and acted upon.

- Content to include:**
- Communications methodology
 - What goes wrong
 - Different styles and values
 - Rapport building and using language more effectively
 - Non-violent communication
 - Transactional Analysis
 - The Drama Triangle and other communication theories in practice
 - Authenticity; don't kid yourself; passive aggression and saying what you mean without threat
 - Individual preference styles and how to work them out

Suitable for: Any line managers who have to motivate a team and communicate whether formally or informally day-to-day.

Duration: 1 workshop (3.5 hours)

Vision, Mission and Values



Organisations can become very confused about how vision, mission and values fit together. Values are fundamental to support a business strategy and the organisation's values affect recruitment, promotion and overall performance management. This workshop focuses on the importance of vision, mission and values, and helps the group define these for their organisation so as to have absolute clarity and strategy for communicating the work achieved.

- Content to include:**
- Corporate values
 - Individual values
 - Vision and Mission from other organisations
 - Why congruence with the individual matters
 - The place of vision, mission and values within an organisation and for the individual

Suitable for: Senior leaders who need to communicate vision, mission and values and need help with buy-in.

Duration: 1 workshop (3.5 hours)

Time Management and Payback for Time



This is one of the most important skills in the portfolio of any individual, whether manager, leader or follower. We only have at our disposal our skills and the working hours in any day. This workshop focuses on prioritisation, reasons for time wasting, sabotage mechanisms and what you can do to squeeze more out of every minute of every day. Valuable not just for work but for life. It will include life objective setting techniques and short term priority-making and assist with individual sabotage techniques.

- Content to include:**
- Setting and achieving goals
 - Time myths
 - Time Stealers
 - Planning
 - Project Management
 - Running meetings
 - Roles of individuals – leverage
 - Using time for payback
 - Using assertiveness to save time – values system and driving desired behaviours
 - How to say 'no' without feeling guilty
 - How to come out of a meeting achieving your objectives
 - Seinfeld's Chain
 - The One Minute Manager
 - The Seven Habits of Highly Effective People
 - Using timesheets

Suitable for: All employees

Duration: 1 workshop (3.5 hours)

Efficiency Matters - Managing your EA



This is for the very busy manager who thinks he or she cannot become more efficient. It's all about using leverage and knowing when and how to delegate. Many senior leaders have good quality EA's but they don't use them as effectively as possible. This frustrates both the senior manager who remains stressed and the EA who knows he or she could do more. This workshop focuses on maximising the effectiveness of the relationship between manager and assistant and in particular, senior manager and EA. Releasing time and Increasing output.

- Content to include:**
- Seven deadly sins
 - Tips for effective working relationship with an assistant
 - Assertiveness - 'I wish I had.....'
 - Employment law and its application
 - Pressure and performance model
 - Other models on stress
 - Time matrices
 - The Seven Habits of Highly Effective People
 - What makes for happiness and productivity

Suitable for: Senior Management or a leader who has a number of graduate trainees.

Duration: 1 workshop (3.5 hours)

Customer Service and Satisfaction



We all deal with customers or clients, whichever term we apply to them and whether internal or external. To some greater or lesser extent we are all service providers. There are a number of mechanisms to find out what our clients really want and to deliver to their aspirations. This workshop deals with that process as well as the implementation through first class customer service communication and using language required by the customer, rather than that chosen by the service provider.

- Content to include:**
- Vision, mission and values
 - The best and worst of times
 - Good and bad feedback
 - USPs
 - Delivery
 - What goes wrong
 - Group communication
 - Motivational theories
 - Building rapport
 - The typical customer
 - Teamwork exercise
 - Using language
 - Chunking
 - Giving feedback

Suitable for: Anyone that provides customer/client internal or external service

Duration: 1 workshop (3.5 hours)

Psychometric Profiling – Recruitment, Teams and Coaching



There are many psychometric tools on the market and we can advise on what may be used to test for specific skills. Our focus here is about personality profiling and ensuring that individuals understand consciously what they bring to the party/ where their skills lie and where their hotspots are. We use psychometrics for increasing self-awareness, and additionally this tool can also be used at shortlist stage of recruitment to reduce the recruitment gamble. In the workshop, we use psychometric profiling to build a perfect team of individuals and to make team working, in general, more effective and less fractious so that the team is balanced and brings all types of problem-solvers to the table, recognising strengths and reducing criticism.

We use a number of psychometric tools for different purposes. A number of these are built on the Big Five building blocks and the Jungian Constructs. These look at different aspects of behaviour. We also have the capability to run ability tests to look for specific skills.

- Content to include:**
- **Recruitment** - Psychometrics can be used at the shortlist stage of recruitment and selection to 'reduce the gamble' and provide more data about the individual and how he/she will fit into a pre-existing team and what effect the presence of the new recruit will have on the team.
 - **Team building** - Preferences profiling tools like Facet 5 or Lumina Spark look at different aspects of behaviour and each profile can be compared to those of others in a group or a team, to check for duplication of preferences as well as areas of conflict or differences in style, with a view to making a team work more effectively together.
 - **Coaching** - Some tools are extremely useful at the start of a coaching process in the self-analysis phase to help individuals understand how they come across which might be different from what the individual thought or intended.

Suitable for: Everyone – all groups of people. Often a senior team or board, or cross-hierarchical teams who can come together.

Duration: 1 workshop. Depending on the depth of learning required, this interactive workshop can be run as a 3.5 hr workshop or a whole day. This will depend on the defined outcome, which we will define with the participants ahead of the workshop itself, making it bespoke and fit for purpose.

Women / Male Returners to Work



This workshop is ideal for those who are returning to work after a long gap, for whatever reason, and the majority are likely to therefore be female but not necessarily. It deals with confidence building, a refresher on influencing and motivating, as well as overall life objectives and the best way to achieve your work goals within this.

- Content to include:**
- Self-Leadership
 - Imposter Syndrome
 - Creating a strong personal brand
 - Be clear on purpose
 - Building a network
 - Build a sustainable work-life synergy plan
 - Actionable plan for change

Suitable for: Anyone returning to work after a long gap, or taking a step change where he or she feels they lack confidence.

Duration: 1 workshop. Depending on the depth of topic coverage required, this interactive workshop can be run as a 1 or 2 day workshop.



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