

MANAGEMENT TRAINING



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WHY AHR CONSULTANTS?

It is widely recognised that ongoing training and development plays an essential role in the success of a business by helping to retain skills and meet personal development needs.

We offer people management and personal development training to give your managers and supervisors the skills they need to operate effectively, professionally and within the confines of employment law. This reduces the risk of employment issues occurring in the workplace.

Majority of our people management training is CPD accredited meaning that you will receive a certificate of attendance to attach to CPD logs as evidence of development once the training is complete.

All our courses have dates that you can attend in Rugby or they can be delivered on your premises at a date and time to suit you.

Whatever your management training requirement, we can help!



TRAINING CREDITS

Our Training Credits are fantastic value for money, saving you up to 40% off the standard delegate price.

We want to reward loyalty, and our competitive packages allow you to offer our extensive suite of courses to all levels within your organisation.

Delivered in Rugby, our people management and personal development courses are specifically designed to make your employees as effective as possible and ultimately help your organisation meet its goals.

Let us be your trusted trainer and take advantage of our high-quality training.

TRAINING CREDIT PACKAGES

Package	Price	Saving
Individual Price	£219 + VAT	-
5 Training Credits	£930 + VAT	15%
10 Training Credits	£1,500 + VAT	30%
20 Training Credits	£2,630 + VAT	40%

Each Training Credit allows one delegate on any of our open training courses. You can use them however you want; whether you want to send one person on multiple courses or multiple people on one course.

Call us on 0345 076 2288 or email marketing@ahrconsultants.co.uk to purchase your Training Credits.



IN-HOUSE TRAINING

We can deliver any of our training courses at your premises on a date and time chosen by you. When there are multiple delegates that require training it can be more cost effective for us to come to you.

We have a core set of courses, but we like to ensure that these are specifically tailored to meet your requirements. If you can't find what you are looking for in our course brochure, we will develop the course for you.

Benefits of in-house training:

- Cost effective saving employee travel and subsistence
- Courses can be tailored to your organisation's requirements
- More convenient with flexible dates to suit your needs
- Increases internal communication and encourages team building

All in-house training costs are available on application.



PEOPLE MANAGEMENT PROGRAMME

Our extensive people management training has been developed to support managers through the full life-cycle of their employees. Our People Management Programme consists of eight courses.

You can book the complete People Management Programme for £1,200 + VAT, saving you 30%, and complete all eight courses over the year. Alternatively, each course can be booked individually for £219 + VAT. To get the most out of your training we would advise completing it in the following order.

Call us on 0345 076 2288 or email marketing@ahrconsultants.co.uk to book the complete People Management Programme.



ASSERTIVENESS AND INFLUENCING

OVERVIEW

This Assertiveness and Influencing course will allow you to increase awareness of your impact at work and explore how to maximise your personal impact when communicating with others. The session will explore how and when to influence others and the difference between assertive and aggressive behaviour.

The ability to influence others is an essential tool at work and this course will provide practical techniques to help you create a powerful influencing style.

We will help you gain new insights into the effect of personality preferences and motivators on communication styles.

LEARNING OUTCOMES

- Be able to use a variety of tools which will strengthen your self-awareness and inner confidence
- Know how to maximise personal impact when communicating with others
- Understand how to use a range of influencing styles, depending on the person and situation
- Be able to demonstrate a range of techniques, to create and strengthen rapport with others
- Be able to identify opportunities for increasing influence at work

COURSE CONTENT

- Circles of influence
- How we connect and have impact on others
- Personality preferences
- Influencing styles and techniques
- Skills practice

WHO WILL BENEFIT?

- First line managers and team leaders
- Newly appointed people managers
- Experienced managers in need of a refresher
- Anyone who wants to improve their confidence and assertiveness in the workplace

COURSE FEES

This course costs £219 + VAT per delegate. If you are booking multiple courses/delegates, you could save up to 40% with Training Credits (see p4). In-house training costs on application.

DATES AND LOCATION

Visit www.ahrconsultants.co.uk/training/assertiveness to view the latest course dates. This course is held at our Rugby office.

HOW TO BOOK

Visit www.ahrconsultants.co.uk/training/assertiveness, email marketing@ahrconsultants.co.uk or call 0345 076 2288.

ATTENDANCE MANAGEMENT



OVERVIEW

Absence is a major frustration for all employers but it is inevitable that people become unwell. Managing attendance is not about punishing people for being ill, it's about being proactive in addressing attendance issues head on and setting up a framework of expectations. This enables employees to understand what is expected of them in terms of attendance and the implications of not achieving those standards.

This course covers how to deal with frequent short-term and long-term absences linking into a potentially fair dismissal for both conduct and capability.

We explore the challenges of stress being a factor in some cases, as well as giving you practical tools to use to effectively manage attendance in the workplace.

LEARNING OUTCOMES

- Understand the many reasons for absence and appreciate the impact these have on work and your team
- Be able to analyse attendance patterns and identify underlying causes of absence
- Know how to conduct a return to work interview
- Understand how to use triggers for formal attendance management procedures
- Know about the risks and issues associated with attendance management
- Be able to undertake a compliant long-term absence from work process to result in a potentially fair dismissal

COURSE CONTENT

- Frustrations and notification process
- Certification and return to work interviews
- Addressing excessive short-term absences and patterns
- Attendance reviews and formal action
- Adjustments and alternatives for supporting disability at work

WHO WILL BENEFIT?

- First line managers and team leaders
- Newly appointed people managers
- Experienced managers in need of a refresher
- Managers currently facing an attendance challenge within their team

COURSE FEES

This course costs £219 + VAT per delegate.
If you are booking multiple courses/delegates, you could save up to 40% with Training Credits (see p4).
In-house training costs on application.

DATES AND LOCATION

Visit www.ahrconsultants.co.uk/training/attendance to view the latest course dates. This course is held at our Rugby office.

HOW TO BOOK

Visit www.ahrconsultants.co.uk/training/attendance, email marketing@ahrconsultants.co.uk or call 0345 076 2288.

CAPABILITY MANAGEMENT

OVERVIEW

Performance can drop for many reasons. One of the key questions you need to answer before starting any formal management procedure is whether under performance is because the employee 'can't do' their job, or they 'won't do' it.

The first is a question of skill, the latter is a matter of will.

This course focuses on the former and supports managers in building an effective performance management process including how to address under performance informally in the first instance and creating the foundation of the formal process.

LEARNING OUTCOMES

- Understand the benefits of managing capability at work
- Know the difference between conduct and capability concerns
- Be able to implement robust performance improvement plans
- Know how to set SMART objectives
- Understand the risks and issues associated with formal performance management processes
- Be able to undertake a fair and legally compliant capability management process resulting in a potentially fair dismissal

COURSE CONTENT

- What is capability management?
- The roles and responsibilities of managers
- Setting objectives and monitoring performance
- Giving constructive feedback
- Dealing with and improving poor performance
- Legal implications of not following best practice
- The formal performance management process

WHO WILL BENEFIT?

- First line managers and team leaders
- Newly appointed people managers
- Experienced managers in need of a refresher
- Managers currently facing a performance management challenge within their team

COURSE FEES

This course costs £219 + VAT per delegate. If you are booking multiple courses/delegates, you could save up to 40% with Training Credits (see p4). In-house training costs on application.

DATES AND LOCATION

Visit www.ahrconsultants.co.uk/training/capability to view the latest course dates. As this is a half day course it has been coupled with Performance Appraisals (see p21) to provide a comprehensive full day of training. This course is held at our Rugby office.

HOW TO BOOK

Visit www.ahrconsultants.co.uk/training/capability, email marketing@ahrconsultants.co.uk or call 0345 076 2288.

COACHING SKILLS FOR MANAGERS

OVERVIEW

Coaching is one of the most effective methods of enhancing performance. It involves adopting a specific approach and mind-set that is designed to help people develop their skills by learning on the job. A good coach leads highly productive teams who are keen to learn new skills and as a result deliver great results for their organisations.

This course will provide an introduction to the theory and practice of coaching with practical tools to take away and put into practice immediately.

LEARNING OUTCOMES

- Understand models of coaching and be able to identify how and when to use them to enhance your leadership style
- Understand the barriers to coaching and how to overcome them
- Understand and experience the impact of asking powerful questions
- Know how to give effective feedback in a way that encourages positive change
- Have practiced the skills of coaching and identified what you can do to develop a coaching style which meets personal and organisational needs

COURSE CONTENT

- Coaching as a leadership style
- Skills of coaching
- Models of coaching
- Powerful questions
- Skills practice

WHO WILL BENEFIT?

- First line managers and team leaders
- Newly appointed people managers
- Experienced managers in need of a refresher
- Anyone who wants to improve their skills in developing others, whether they manage them or not

COURSE FEES

This course costs £219 + VAT per delegate.
If you are booking multiple courses/delegates, you could save up to 40% with Training Credits (see p4).
In-house training costs on application.

DATES AND LOCATION

To view the latest course dates, visit www.ahrconsultants.co.uk/training/coaching-skills.
This course is held at our Rugby office.

HOW TO BOOK

Email marketing@ahrconsultants.co.uk, visit www.ahrconsultants.co.uk/training/coaching-skills or call 0345 076 2288.

CONFLICT MANAGEMENT

OVERVIEW

The sad truth is that not everyone will get along during their life.

At work this can be particularly challenging and ongoing conflict between employees can be extremely damaging to your business and have a devastating impact on workplace morale.

For managers, it is essential that you recognise and promptly resolve any conflict arising within your teams to prevent things from escalating to crisis point.

This course explores the various causes of conflict within the workplace and gives practical tools to help resolve conflict in a positive and productive way.

LEARNING OUTCOMES

- Be able to recognise conflict in the workplace
- Understand common causes of conflict in the workplace
- Have strategies at your disposal to address various conflict scenarios
- Understand the value of mediation in resolving disputes
- Know when to implement formal grievance procedures

COURSE CONTENT

- Definitions, facts and figures
- What causes conflict and how to address it
- The signs and symptoms
- The manager's role
- Individual responses to conflict
- Mediation

WHO WILL BENEFIT?

- First line managers and team leaders
- Newly appointed people managers
- Experienced managers in need of a refresher
- Managers currently facing conflict within their teams

COURSE FEES

This course costs £219 + VAT per delegate. If you are booking multiple courses/delegates, you could save up to 40% with Training Credits (see p4). In-house training costs on application.

DATES AND LOCATION

Visit www.ahrconsultants.co.uk/training/conflict to view the latest course dates. As this is a half day course it has been coupled with Managing Grievances (see p19) to provide a comprehensive full day of training. This course is held at our Rugby office.

HOW TO BOOK

Visit www.ahrconsultants.co.uk/training/conflict, email marketing@ahrconsultants.co.uk or call 0345 076 2288.

DELIVERING EXCELLENT CUSTOMER SERVICE

OVERVIEW

This course explores the concept of delivering excellent customer service and what makes it stand out from the crowd. By understanding the psychology behind the basic human needs of certainty, significance and connection, we can identify the key behaviours and actions that your customers will love and remember.

"Customer service shouldn't just be a department; it should be the entire company." Hsieh

We will review the benefits of effective customer service, explore your customers' expectations and identify the key actions to deliver them consistently at every stage of the customer journey.

LEARNING OUTCOMES

- Be able to identify and review the benefits of effective customer service in your organisation
- Be able to recognise what remarkable customer service looks like
- Understand the importance of trust in long-term customer relationships and how to build it
- Be able to identify who your customers are and their 'journey'
- Understand the impact of effective communication at every stage of the customer journey

COURSE CONTENT

- Differentiating remarkable customer service
- Personalising interactions
- Understanding the customers' journey and the moments of truth
- Going the extra mile

WHO WILL BENEFIT?

- Managers with responsibility for delivering service
- All employees involved in the delivery of service to customers

COURSE FEES

This course costs £219 + VAT per delegate. If you are booking multiple courses/delegates, you could save up to 40% with Training Credits (see p4). In-house training costs on application.

DATES AND LOCATION

To view the latest course dates, visit www.ahrconsultants.co.uk/training/customer-service. This course is held at our Rugby office.

HOW TO BOOK

Email marketing@ahrconsultants.co.uk, visit www.ahrconsultants.co.uk/training/customer-service or call 0345 076 2288.

DIFFICULT CONVERSATIONS

OVERVIEW

No one likes being 'told off' and no one enjoys doing the telling, well most people don't in our experience.

Managers have a responsibility to ensure that they address difficult and challenging conversations within teams in a prompt and effective manner.

From personality clashes to personal problems, this course helps you identify when you need to have difficult conversations and gives practical tools to help do it right.

Drawing on delegate's personal experiences and giving time to prep from real life scenarios, we support you to tackle difficult conversation with confidence.

LEARNING OUTCOMES

- Understand the value of having difficult conversations
- Know what conversations may be difficult and why
- Be able to plan out how you want your difficult conversation to go
- Know the range of outcomes available to you following a difficult conversation
- Understand how your difficult conversations are integral to your people management strategy and feed into formal management procedures

COURSE CONTENT

- Who is responsible, and what is the process?
- Preparation, having the conversations, and how to follow-up
- Basic communication skills and the four-step process

WHO WILL BENEFIT?

- First line managers and team leaders
- Newly appointed people managers
- Experienced managers in need of a refresher
- Managers currently facing difficult conversations with their teams

COURSE FEES

This course costs £219 + VAT per delegate. If you are booking multiple courses/delegates, you could save up to 40% with Training Credits (see p4). In-house training costs on application.

DATES AND LOCATION

Visit www.ahrconsultants.co.uk/training/difficult-conversations to view the latest course dates. As this is a half day course it has been coupled with Managing Equality and Discrimination (see p18) to provide a comprehensive full day of training. This course is held at our Rugby office.

HOW TO BOOK

Visit www.ahrconsultants.co.uk/training/difficult-conversations, email marketing@ahrconsultants.co.uk or call 0345 076 2288.

EQUALITY & DISCRIMINATION AWARENESS



OVERVIEW

The modern workplace is highly diverse. With cultural trends and world events constantly changing, it is essential for organisations to make sure their people understand the risks and issues associated with equality and discrimination at work.

Even with a sound policy on equality and discrimination, you can still be at risk of claims based on what your employees say and do to each other.

By training your people you might be able to divert liability onto the individual if a claim goes to tribunal.

A plain-speaking, practical course using real-life examples of cases and workplace blunders to inform your employees of the equality and discrimination challenges in today's diverse workplace.

LEARNING OUTCOMES

- Know the protected characteristics defined in the Equality Act 2010
- Understand how they may be accused of harassing or discriminating against colleagues with protected characteristics
- Know what their potential liability might be if they harass or discriminate against a colleague with a protected characteristic
- Understand what they say/do outside of work, or on social media, may still put their employment at risk

COURSE CONTENT

- Protected characteristics
- Real-life case studies
- What the law says
- Appreciating and mitigating tasks

WHO WILL BENEFIT?

- New employees to your team
- Employees who may benefit from a refresher
- Teams where there have been equality or discrimination concerns
- Any organisation who wishes to rely on the statutory defence against claims brought under the Equality Act 2010

COURSE FEES

In-house training costs on application.

DATES AND LOCATION

Due to the nature of this course it is most effective when attended by multiple team members and therefore it is only available as an in-house training course. Contact us for more information.

HOW TO BOOK

Email marketing@ahrconsultants.co.uk or call 0345 076 2288.

HOW TO MAKE MORE SALES

OVERVIEW

It's key to ensure that all your sales staff are performing at their best, in increasingly competitive environments.

You might have the best products and services but they don't sell themselves! This highly interactive course gives an insight into the verbal communication skills you will need in order to build good rapport with customers.

Through the use of exercises and discussion points, it will increase your self-awareness of your own communication skills. You can then use the same techniques and basic psychology to read more into what your prospect is saying to you.

By the end of the day you will have a more detailed understanding of how you can use your communication skills to get more sales from more customers, more often.

LEARNING OUTCOMES

- How to use your verbal communication skills to get the most out of your customer conversations
- The different question types, how to distinguish them, and when to use each type to structure your communication
- What happens when customers make things difficult, in terms of the effect it has on our communication skills
- How to put together a convincing argument
- How to sell more effectively

COURSE CONTENT

- Fundamentals of communication
- Questioning skills
- Complaints and objections
- Features, advantages and benefits
- Sales top tips

WHO WILL BENEFIT?

- Those selling in a B2B environment
- Field and telephone based sales people
- Sales people with no formal training
- Experienced sales people that want to refresh and re-energise their selling skills

COURSE FEES

This course costs £219 + VAT per delegate.

If you are booking multiple courses/delegates, you could save up to 40% with Training Credits (see p4).

In-house training costs on application.

DATES AND LOCATION

Visit www.ahrconsultants.co.uk/training/more-sales to view the latest course dates. This course is held at our Rugby office.

HOW TO BOOK

Visit www.ahrconsultants.co.uk/training/more-sales, email marketing@ahrconsultants.co.uk or call 0345 076 2288.

MANAGEMENT ESSENTIALS



OVERVIEW

Communication is the overriding element to good management. We look at some of the barriers to communication, the importance of it and provides some fundamental skills and tactics to enable managers to do their job well.

This course also looks at management vs leadership and the qualities of a good leader, touching on different management styles and their uses.

A good manager recognises that they can't do everything themselves so delegation is key for their teams' development. It is also essential that the manager focuses on their tasks effectively.

Following a decision making exercise, delegates will be aware of the key steps in the decision making process and will know how to apply this in their own situation.

LEARNING OUTCOMES

- Understand the difference between leadership and management
- Know what constitutes effective communication, and have the skills to maximise your effectiveness
- Be able to recognise your management style, and use others to suit the circumstances
- Understand the value of sound decision making, time management and delegation
- Have a range of techniques to help you effectively manage your people at work
- Know how to set SMART objectives

COURSE CONTENT

- Management styles and motivation
- Communication and team roles
- Prioritising, planning and time management
- Decision making and delegation
- Goal setting and coaching

WHO WILL BENEFIT?

- First line managers and team leaders
- Newly appointed people managers
- Experienced managers in need of a refresher

COURSE FEES

This course costs £219 + VAT per delegate. If you are booking multiple courses/delegates, you could save up to 40% with Training Credits (see p4). In-house training costs on application.

DATES AND LOCATION

Visit www.ahrconsultants.co.uk/training/management-essentials to view the latest course dates. This course is held at our Rugby office.

HOW TO BOOK

Visit www.ahrconsultants.co.uk/training/management-essentials, email marketing@ahrconsultants.co.uk or call 0345 076 2288.

MANAGING DISCIPLINARY PROCEDURES

OVERVIEW

There is a legal framework within which you must work when managing a formal disciplinary process, and this course helps you do just that.

This isn't a court of law, and you don't need proof beyond a reasonable doubt. What you do need is to present a reasonable case to an employee for them to understand your concerns about their conduct and to respond to the company's position.

We give you a real-life case to review and decide whether you would take it to a formal hearing, as well as real-life tribunal case summaries to decide whether you think those dismissal decisions were fair.

LEARNING OUTCOMES

- Know the importance of undertaking a fair and compliant disciplinary procedure
- Understand what should happen prior to invoking the formal disciplinary procedure
- Know what a fair disciplinary procedure is, what your company policy should be, and what your employees' rights are under it
- Understand the risks and issues associated with formal disciplinary procedures
- Know how to conduct the disciplinary hearing
- Understand what tricks employees may use to frustrate the disciplinary process and how to respond to them
- Be able to make fair decisions when deciding what the outcome to a formal disciplinary hearing should be and the range of options available

COURSE CONTENT

- Why we manage conduct
- Conduct vs capability
- The manager's and chairperson's responsibilities
- Risks/issues and dealing with them effectively
- Informal/formal procedure
- The hearing, stages and outcomes
- What is gross misconduct
- Short service procedure

WHO WILL BENEFIT?

- First line managers and team leaders
- Newly appointed people managers
- Experienced managers in need of a refresher
- Managers responsible for chairing hearings
- Anyone who has attended our Managing Investigation training

COURSE FEES

This course costs £219 + VAT per delegate.
If you are booking multiple courses/delegates, you could save up to 40% with Training Credits (see p4).
In-house training costs on application.

DATES AND LOCATION

Visit www.ahrconsultants.co.uk/training/disciplinaries to view the latest course dates. This course is held at our Rugby office.

HOW TO BOOK

Visit www.ahrconsultants.co.uk/training/disciplinaries, email marketing@ahrconsultants.co.uk or call 0345 076 2288.

MANAGING EQUALITY AND DISCRIMINATION



OVERVIEW

The modern workplace is highly diverse. With cultural trends and world events constantly changing, it is essential for organisations and managers to keep on top of the latest best practice and legal pitfalls of harassment and discrimination at work.

Did you know that someone doesn't even have to be working for you to raise a discrimination claim against your organisation?

Even with a sound policy on equality and discrimination, you can still be at risk of claims based on what your managers and employees say and do to each other. This course is a key element to giving you a legal defence against these claims.

A plain-speaking, practical course using real-life examples of cases and workplace blunders that will help you manage equality and discrimination challenges in today's diverse workplace.

LEARNING OUTCOMES

- Know the protected characteristics defined in the Equality Act 2010
- Understand how people may harass or discriminate against colleagues with protected characteristics
- Be able to assess whether a policy, or working practice, may discriminate against someone with a protected characteristic
- Understand your obligations under the Equality Act 2010 when managing people
- Know what the risks and issues are when people complain about equality and discrimination at work

COURSE CONTENT

- Protected characteristics
- Real-life case studies
- What the law says
- Protecting the business
- Appreciating and mitigating tasks

WHO WILL BENEFIT?

- First line managers and team leaders
- Newly appointed people managers
- Experienced managers in need of a refresher
- Managers facing equality or discrimination concerns within their teams

COURSE FEES

This course costs £219 + VAT per delegate. If you are booking multiple courses/delegates, you could save up to 40% with Training Credits (see p4). In-house training costs on application.

DATES AND LOCATION

Visit www.ahrconsultants.co.uk/training/equality to view the latest course dates. As this is a half day course it has been coupled with Difficult Conversations (see p13) to provide a comprehensive full day of training. This course is held at our Rugby office.

HOW TO BOOK

Visit www.ahrconsultants.co.uk/training/equality, email marketing@ahrconsultants.co.uk or call 0345 076 2288.

MANAGING GRIEVANCES

OVERVIEW

As managers, you must take employee complaints seriously, but they aren't always as easy to recognise as you think.

Believe it or not, an aggrieved employee may not put their complaints in writing neatly headed up 'Grievance'. Yet, as employers, you need to be able to recognise and resolve employee complaints in compliance with your grievance policies and the ACAS code of practice.

This course explores the various ways that employees raise their complaints and gives you the confidence to manage grievances correctly through to what should be a positive resolution.

We also explore where grievances are not actually grievances at all and how to ensure you are signposting your teams to the correct process to address their concerns.

LEARNING OUTCOMES

- Know what constitutes a grievance, and what does not
- Understand the value of early informal resolution of disputes
- Know your responsibilities as a line manager/ grievance chairperson
- Understand the formal grievance procedure
- Be able to mitigate the risks/issues associated with grievance complaints and disclosures under the Equality and Public Interest Disclosure Acts

COURSE CONTENT

- What is a grievance?
- Informal and formal, including grievances in resignations
- Chairperson skills and tips for successful meetings
- Further investigations, outcomes and appeals

WHO WILL BENEFIT?

- First line managers and team leaders
- Newly appointed people managers
- Experienced managers in need of a refresher
- Managers who chair grievance hearings and undertake grievance investigations
- Anyone who is attending our Managing Investigations training

COURSE FEES

This course costs £219 + VAT per delegate. If you are booking multiple courses/delegates, you could save up to 40% with Training Credits (see p4). In-house training costs on application.

DATES AND LOCATION

Visit www.ahrconsultants.co.uk/training/grievances to view the latest course dates. As this is a half day course it has been coupled with Conflict Management (see p11) to provide a comprehensive full day of training. This course is held at our Rugby office.

HOW TO BOOK

Visit www.ahrconsultants.co.uk/training/grievances, email marketing@ahrconsultants.co.uk or call 0345 076 2288.

MANAGING INVESTIGATIONS



OVERVIEW

Prior to addressing conduct and capability issues with employees, it is essential that you have undertaken a thorough and robust investigation into the matters of concern.

You cannot present a case to an employee without first having explored all the circumstances surrounding the alleged misconduct/poor performance for them to be able to respond to the company's position.

This course takes you through a real-life case from start to finish and gives you practical skills to be able to undertake thorough investigations. It will enable you to decide what the next steps are in fairly managing conduct and capability challenges as well as potentially fair and legally compliant dismissals.

LEARNING OUTCOMES

- Be able to recognise when you need to undertake investigations in the workplace
- Understand how to scope out an investigation and know what constitutes as evidence
- Be able to interview witnesses
- Understand when to invoke paid suspension of employees subject to investigation
- Know how to approach anonymous evidence
- Be able to present your findings in an appropriate format

COURSE CONTENT

- Principles of fair and thorough investigations
- To suspend or not to suspend?
- Selecting the investigator, and their essential skills
- Evidence, timescales, witnesses and the question of anonymity

WHO WILL BENEFIT?

- First line managers and team leaders
- Newly appointed people managers
- Experienced managers in need of a refresher
- Company investigators, H&S representatives, and anyone who may undertake investigations at work
- Grievance and appeal chairpersons
- Anyone who has attended our Managing Grievances or Capability Management training

COURSE FEES

This course costs £219 + VAT per delegate.

If you are booking multiple courses/delegates, you could save up to 40% with Training Credits (see p4).

In-house training costs on application.

DATES AND LOCATION

Visit www.ahrconsultants.co.uk/training/investigations to view the latest course dates. This course is held at our Rugby office.

HOW TO BOOK

Visit www.ahrconsultants.co.uk/training/investigations, email marketing@ahrconsultants.co.uk or call 0345 076 2288.

PERFORMANCE APPRAISALS

OVERVIEW

Global insight organisation Willis Towers Watson reported that 56% of companies say that their managers lack the necessary skills and time to manage performance well.

You might be surprised by the number of clients who grade employees as good/competent when they need further development. They then wonder why they get grievances raised when they finally start to address under performance at work.

This course will provide you with an understanding of what performance appraisals aim to achieve and gives you some practical advice and tools to do the job well.

We will also look at how you can implement this with new starters and the importance of effective probation period management.

LEARNING OUTCOMES

- Understand the value of the performance appraisal
- Understand the importance of managing an initial probationary period
- Know how it fits in with your people management strategy and feeds into your formal capability management process
- Understand what motivates your people at work
- Be able to set SMART objectives for your team
- Be able to give constructive feedback and assess competence
- Know how to prepare for the appraisal meeting and get the most out of it for both parties

COURSE CONTENT

- Probation management
- Purpose and benefit of appraisals
- Preparing for appraisals and problem areas
- Structure, performance assessment and setting SMART objectives

WHO WILL BENEFIT?

- First line managers and team leaders
- Newly appointed people managers
- Experienced managers in need of a refresher
- Managers who undertake performance appraisals

COURSE FEES

This course costs £219 + VAT per delegate.

If you are booking multiple courses/delegates, you could save up to 40% with Training Credits (see p4).

In-house training costs on application.

DATES AND LOCATION

Visit www.ahrconsultants.co.uk/training/appraisals to view the latest course dates. As this is a half day course it has been coupled with Capability Management (see p9) to provide a comprehensive full day of training. This course is held at our Rugby office.

HOW TO BOOK

Visit www.ahrconsultants.co.uk/training/appraisals, email marketing@ahrconsultants.co.uk or call 0345 076 2288.

PRESENTATION SKILLS

OVERVIEW

This highly practical course looks at what makes a good and bad presentation and gives you the skills to present with confidence.

Effective delivery of a presentation is not just about 'what we say' but 'how we say it'. We look at how to manage nerves, how to engage your audience and handle their questions so you create and deliver presentations with greater confidence and impact.

This course will work on the basic planning steps for giving a presentation. Attendees should attend with a presentation they have prepared or need to prepare soon.

LEARNING OUTCOMES

- Know how to prepare thoroughly for a presentation
- Be able to perform more confidently when presenting
- Understand how to engage the audience more by using fewer words and with a stronger message
- Have the tools and techniques to increase the strength of your presentations
- Know how to assess whether the audience is engaged and what to do if they are not

COURSE CONTENT

- How to prepare for presentations
- How to structure your presentation for maximum impact
- Managing nerves
- Handling questions and challenges
- Techniques for influencing your audience
- Practical application of learning and getting feedback on your personal style

WHO WILL BENEFIT?

- First line managers and team leaders
- Newly appointed people managers
- Experienced managers in need of a refresher
- Anyone who has to deliver presentations as part of their role

COURSE FEES

This course costs £219 + VAT per delegate. If you are booking multiple courses/delegates, you could save up to 40% with Training Credits (see p4). In-house training costs on application.

DATES AND LOCATION

To view the latest course dates, visit www.ahrconsultants.co.uk/training/presentation-skills. This course is held at our Rugby office.

HOW TO BOOK

Email marketing@ahrconsultants.co.uk, visit www.ahrconsultants.co.uk/training/presentation-skills or call 0345 076 2288.

RECRUITMENT AND SELECTION

OVERVIEW

Your people are your most important resource so getting the right people is essential. Recruitment can be one of the most time consuming and costly tasks of running a business.

But, how do you assess if someone is right for your organisation?

We start from the very beginning in this course, defining your requirements, and take you all the way through to the legal requirements of making an offer of employment and the risks and issues of rejecting candidates.

From there we look at the benefits of having a clear, detailed and effective induction process, essential in making sure that your new recruit feels welcome.

LEARNING OUTCOMES

- Know when to start recruiting and how to assess your recruitment needs
- Be able to design a job and person specification and use that to create a successful job advert
- Understand how to assess candidates at first sift as well as through interview and selection activities
- Know the risks associated with recruitment and selection activities
- Be able to make an offer and know your legal obligations when recruiting people into your team
- Be able to implement a robust induction programme for new starters

COURSE CONTENT

- Attracting candidates and your employer USP
- Sifting applications and assessment methods
- Interview preparation and questioning techniques
- Common blunders
- Genuine occupational requirements
- First impressions and the learning curve
- Core aims of induction and the essentials

WHO WILL BENEFIT?

- First line managers and team leaders
- Newly appointed people managers
- Experienced managers in need of a refresher
- Managers undertaking recruitment and selection activities
- People who are looking to recruit their first employee

COURSE FEES

This course costs £219 + VAT per delegate.
If you are booking multiple courses/delegates, you could save up to 40% with Training Credits (see p4).
In-house training costs on application.

DATES AND LOCATION

Visit www.ahrconsultants.co.uk/training/recruitment to view the latest course dates. This course is held at our Rugby office.

HOW TO BOOK

Visit www.ahrconsultants.co.uk/training/recruitment, email marketing@ahrconsultants.co.uk or call 0345 076 2288.

RESILIENCE AND WELLBEING

OVERVIEW

Resilience is fundamentally the ability to overcome obstacles as they arise, cope with everyday challenges, bounce back from setbacks and stay open to new challenges and experiences.

This course will allow you to develop the tools and techniques to increase personal resilience and enhance wellbeing as well as being able to develop an action plan.

Resilience is found in a whole range of our thoughts, feelings and actions that can be learned and developed throughout our lives. Resilient people demonstrate great flexibility, high energy, mental agility and consistently perform at their highest level. They have strong relationships and support networks that help them to amplify their productivity and results.

LEARNING OUTCOMES

- Understand what resilience means for you at a personal level
- Be able to identify and better understand the sources of pressure at work
- Understand the range of tools and techniques to increase your personal resilience and enhance your wellbeing
- Be able to develop an action plan for building resilience and wellbeing which you can put into practice immediately

COURSE CONTENT

- The sources of pressure at work
- How we respond to pressure
- Different types of resilience
- Techniques for building resilience

WHO WILL BENEFIT?

- Managers
- Individual employees
- Business owners

COURSE FEES

This course costs £219 + VAT per delegate. If you are booking multiple courses/delegates, you could save up to 40% with Training Credits (see p4). In-house training costs on application.

DATES AND LOCATION

Visit www.ahrconsultants.co.uk/training/resilience to view the latest course dates. This course is held at our Rugby office.

HOW TO BOOK

Visit www.ahrconsultants.co.uk/training/resilience, email marketing@ahrconsultants.co.uk or call 0345 076 2288.

TEAM DEVELOPMENT AND MOTIVATION

OVERVIEW

This course will explore the latest research on what increases team performance and how we can apply this understanding to motivate your teams to deliver great results.

"Coming together is a beginning. Keeping together is progress. Working together is success." Henry Ford.

LEARNING OUTCOMES

- Understand what differentiates high performance in teams
- Be able to identify strengths and development opportunities for your own team
- Know how to get the best out of others
- Understand theories of motivation
- Know what motivates your team members and keeps them motivated
- Be able to identify practical actions which will enhance motivation and deliver improved team performance

COURSE CONTENT

- Identifying different types of teams
- Overcoming team dysfunctions
- Characteristics of a high performance team
- Belbin team roles
- Team development phases
- Role of manager/leader in high performance teams

WHO WILL BENEFIT?

- First line managers and team leaders
- Newly appointed people managers
- Experienced managers in need of a refresher

COURSE FEES

This course costs £219 + VAT per delegate. If you are booking multiple courses/delegates, you could save up to 40% with Training Credits (see p4). In-house training costs on application.

DATES AND LOCATION

Visit www.ahrconsultants.co.uk/training/team-development to view the latest course dates. This course is held at our Rugby office.

HOW TO BOOK

Visit www.ahrconsultants.co.uk/training/team-development, email marketing@ahrconsultants.co.uk or call 0345 076 2288.

TRANSFORMING STRESS AND BUILDING RESILIENCE

OVERVIEW

There are plenty of stress triggering factors in the workplace and in your personal life. While some stress is good because it can support performance, it's also likely to have a negative impact on individual and team productivity.

Stress is a very individual experience and we all deal with it differently. The problem arises when stress prevents you from thinking straight, performing at your best and negatively impacts your work.

Transforming stress, managing your emotions and staying in control in high-pressure situations is not easy. It comes with practice by understanding and building resilience.

This course will provide you with tools and techniques that are highly effective and enable you to transform stress and build resilience in a sustainable manner with long-lasting benefits to your work and health.

LEARNING OUTCOMES

- Understand the science of stress and building emotional resilience and how it impacts your performance
- Know what workplace challenges deplete you and renew your energy levels
- Know how to build emotional resilience to achieve better decision making, improve communication, focus and support staff
- Have access to tools that will enable you to better regulate your emotions
- Know how to manage your emotions in the moment and be more effective in real time using bio-feedback technology

COURSE CONTENT

- Science of stress and emotional resilience
- Signs of stress in the workplace
- Explore what depletes and renews your emotional resilience
- Identify your emotional landscape based on your stress triggers
- Use of bio-feedback technology to support learning
- Tools and techniques for managing and regulating emotions

WHO WILL BENEFIT?

- Managers
- Individual employees
- Business owners

COURSE FEES

This course costs £219 + VAT per delegate.

If you are booking multiple courses/delegates, you could save up to 40% with Training Credits (see p4).

In-house training costs on application.

DATES AND LOCATION

Visit www.ahrconsultants.co.uk/training/transforming-stress to view the latest course dates. This course is held at our Rugby office.

HOW TO BOOK

Visit www.ahrconsultants.co.uk/training/transforming-stress, email marketing@ahrconsultants.co.uk or call 0345 076 2288.

Motivational, engaging and relevant with added humour along the way - excellent!

Very impressed with the whole day, very informative and I feel a lot more confident going forward.

Very well structured and utilised the time well. Friendly and supportive attitude from the trainer.



92% of delegates rated the overall course as excellent.

Excellent, gained some great techniques. I now understand my team more and how to get the best out of them.



87% were very satisfied with the course content.

WHAT OUR DELEGATES SAY ABOUT US...

Having this knowledge has increased my confidence in facing future staff related issues.

This course has enabled me to identify the correct technique for the situation.

94% thought our trainers were excellent.



Very inspiring and lots of food for thought with ways to take knowledge gained into the workplace.

Really useful and clear. I have tools to take back to my workplace.

Real life examples made the concepts easy to apply and understand.

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