



## Learning Solutions

Flexible, expert-led training and coaching services  
for line managers and leadership teams.





## Managing People and Teams – Essentials

Learning how to manage people is at the heart of what makes an effective leader.

Our courses will teach you the key principles of people management and support you in building on your capability to develop teams and individuals, whether you are a new or established manager.

*After the workshop at Pret a Manger, 89% of the senior leaders consider themselves confident or very confident at managing people, a significant boost from the pre-workshop ratings.*



*“Through roleplay and other group activities, our managers had a great opportunity to share experiences and refine their knowledge and skills. The workshop has given them the confidence to have more effective and meaningful conversations.”*

David Carter, UK People Director, Pret a Manger.

## Manager Essentials

Our Manager Essentials course will provide you with the skills and techniques needed to drive performance in your team, teach you how to have difficult conversations, build your confidence and improve your core management behaviour and knowledge.

### What's covered?

- Setting the landscape for the team – and the importance of the right climate
- The impact of our communication style on people around us
- The relationship between manager behaviour and employee engagement
- The techniques you should apply when having challenging or developmental conversations
- Using real life scenarios, practically apply learnings to achieve the right outcome for the team member and the organisation

## Managing Performance

Successful management is ultimately about achieving goals and getting things done well through others. Therefore, how managers drive and enhance performance is key to their success and the success of the business.

This course has been designed to help anyone in a position of managing people to understand the characteristics of leaders and teams and how these impact performance.

### What's covered?

- Recognise the relationship between the behaviour of the leader and the motivation and performance of the team
- Understand the importance of managing ourselves and communication
- Recognise the factors that determine individual performance levels
- Understand the relationship between change and performance

## Managing Absence


In the battle to reduce absenteeism and its costs, you need a capable, confident front line. Too often, the fear of saying or doing the wrong thing prevents managers effectively communicating with their staff and addressing absence issues before they escalate.

This course has been designed to enable managers to understand the obligations and responsibilities of leaders in managing absence, and will equip them with the confidence and skills to manage absence effectively.

### What's covered?

- Recognise what factors affect people's attendance
- The role of the line manager in managing absence
- Understanding the parameters of the Equality Act 2010 and what this means
- Build skills and confidence when dealing with sensitive conversations





## Managing People and Teams – Advanced

Our Manager Advanced courses focus on some of the more complex issues and psychology of people management.

When we better understand what drives interactions between people, what makes them tick and how they need us to communicate, we improve our ability to create cohesive, high performing teams that can deal with challenges, self-regulate and take ownership of achieving organisational goals, and we create better relationships with key stakeholders.

“It’s so refreshing when a partner organisation just ‘gets’ your business and knows what will make the most difference to people.”

Collette King - HR Director, Studio



“Thanks for providing us with the overview we asked for and compelling encouragement to look after ourselves and the others around us.”

Liz Zukowski, HR Director, Network Rail

### Building Emotional Intelligence

Emotional intelligence is vital for leaders. It’s the ability to recognise, understand and manage your own emotions and understand and influence the emotions of others. A high degree of emotional intelligence in leaders supports better team working and fewer team issues, but more than that, it improves relationships in all spheres of our lives.

This course has been designed to help delegates understand the importance of emotional intelligence in work relationships and strategies on how to increase it.

#### What’s covered?

- Recognise the five fundamental aspects of emotional intelligence
- Increase the ability to recognise, understand and manage your own emotions
- Understand and influence the emotions of others
- Levels of empathy and their use in the workplace

### Managing Diversity and Inclusion

Diversity without inclusion damages a company’s performance. When we understand our own filter on the world, we learn to ask the right questions and challenge our own assumptions – and perhaps most importantly, educate ourselves.

This course will teach you about the importance of your role in developing and maintaining a culture and climate that promotes diversity and reduces the risk of issues arising from discrimination.

#### What’s covered?

- Understand the necessity of diversity to any team or organisation
- Recognise the boundaries in each team on what is acceptable
- Understand what action you can take to promote inclusion
- Build on your knowledge of the implications of the Equality Act 2010, and your individual responsibility





## Managing Formal Process

Managers often have to deal with some form of conflict in the workplace – whether that is informally or using the formal processes in place.

Increasingly, managers are being asked to investigate complaints relating to harassment, bullying or discrimination. By giving them the confidence to take appropriate, well-judged action, they will be able to resolve issues with minimal risk to the business and maintain good working relationships.

*Since delivering the training,  
grievance case duration has  
reduced by 60%*



*“The feedback from the sessions has been excellent - very, very positive. Our managers have appreciated the fact that it’s very practical and very hands-on.”*

Kerry Pelkowski, Senior HR Business Partner, Bradford Council

## Managing Investigations

Workplace investigations are a cornerstone of a best practice, risk managed formal process, but can often be very involved, complex and stressful for all parties concerned.

This training session has been designed to enable delegates to understand the importance of a thorough, well balanced investigation process and how to carry it out.

### What’s covered?

- The role and responsibilities of the investigator as an objective observer
- Identifying areas of relevance
- Building and presenting the investigation report/ bundle
- Decision-making

## Managing Mediation

Workplace mediation is a quick, cost effective, and private method of resolving disputes, saving the stresses and costs of formal action, minimising absenteeism and conforming to current best practice. It focuses on all parties getting what they want from their working relationship with others, and on moving forwards amicably with an agreement that everyone involved has contributed towards.

This course will teach you how to act as an effective advocate in mediation.

### What’s covered?

- Settling disputes and conflicts effectively
- Developing listening and questioning techniques
- Interactive opportunities to discuss and apply policy in a real-life setting
- Virtual workshops include live case study work to bring the learning to life

## Managing Disciplinary and Grievance

Difficulties may arise at various points in the employment relationship, and disciplinary and grievance procedures are there to ensure that these challenges are dealt with fairly and consistently.

This course will help delegates understand the importance of a full and fair process, recognising the importance of following policy and ACAS guidelines and the appropriate use of suspensions.

### What’s covered?

- How to have difficult discipline and grievance conversations
- The legal landscape
- How to manage the formal meeting – roles and responsibilities
- Decision-making – arriving at a fair outcome



## Managing Mental Health

Poor mental health costs employers up to £45 billion each year. But for every £1 spent on mental health interventions, they get back £5 in reduced absence, presenteeism and staff turnover (Deloitte, 2020).

AdviserPlus Learning Solutions supports organisations to manage health and wellbeing proactively, minimise the risk of mental ill health on your business and your people, and help to promote and maintain healthy workplaces.

We will work with you to deliver training that complements and enhances your existing wellbeing strategy or can help you create one if you don't have one. Each organisation's culture is unique and creating change around mental health is a complex task that requires a multi-tiered approach, which our team of experts is positioned to provide.

All of our course facilitators are mental health first aid instructors, accredited by MHFA England.

**studio**

We Do Wow

“AdviserPlus have supported colleagues in developing resilience strategies and behaviours which have been extremely well received, so much so we have asked this work to be rolled out across our business.”

Collette King, HR Director, Studio

## Mental Health Awareness

Poor mental health is now the primary reason for staff absence. Mental health awareness training from AdviserPlus Learning Solutions offers a cost-effective way to promote mental wellbeing in your organisation and at home. The outcome is reduced sickness absence in your business and a healthier, more productive workforce.

Unfortunately, mental health issues still attract stigma and this can prevent organisations from giving team members the right support. This course will help managers become more confident in talking about mental health at work and build their capability in supporting colleagues experiencing mental health.

### What's covered?

- How to have sensitive conversations, building confidence and improving your core behaviour and knowledge around mental health
- How to spot the early signs, symptoms and behaviours of mental health and take the right action
- Understanding the mental health spectrum, including stress, anxiety and depression
- The importance of self-care and managing stressors in and out of the workplace
- Enable a smooth transition back to work for those returning after long-term mental illness

## Mental Health First Aid

The relationship between managers and their team members is key for the health and wellbeing of the whole organisation. Managers who are able to support the mental health of their teams will encourage employees to thrive, increasing talent retention, high levels of performance and real engagement with the organisation and its goals.

Our Mental Health First Aid course is accredited by MHFA England and has been designed to reduce the stigma around mental illness and encourage delegates to feel confident in guiding people towards appropriate support.

### What's covered?

- Give delegates a deeper understanding of the issues that impact on and relate to people's mental health
- Provide practical skills that can be used every day, including being able to spot the signs and symptoms of mental health issues and feel confident guiding people towards appropriate support.
- The tools needed to start a conversation with those experiencing mental health issues.
- Accreditation as a Mental Health First Aider

## Building Resilience

Our Building Resilience workshop is designed to equip leaders in your organisation with the skills to support their teams going forward, especially as they navigate their way through new ways of working and other challenges posed by the pandemic.

This course will teach delegates the tips and techniques needed to build personal resilience and cope with the challenges of the modern-day workplace.

### What's covered?

- Resilience versus stress
- The impact of stress on our wellbeing
- The five pillars of resilience
- Activities which increase resilience





### Technology

Digital simplicity for HR process



AdviserPlus Learning Solutions is part of a broader offering by AdviserPlus to help empower managers and leaders.

### Advice Line

Expert support where it can most add value



Underpinned by digital simplification of people processes, our solution, **empower** by AdviserPlus, takes the complexity out of HR.

### Analytics

Translate data into actionable people insight



Our technology, providing digital simplicity, lies at the very heart of what we do. This is supported by complementary services that help build a positive culture, making employee relations simple, easy to access and agile.

### Consultancy

Point solutions to further strategic objectives



### Learning Solutions

Develop manager capability and confidence



Based upon your objectives and our expertise and experience, we'll work with you to review and simplify your ER process and build your bespoke version of **empower**.

### Legal Support

Robust preparation and representation



FIND OUT MORE:

0844 327 2293

empowermymanagers@adviserplus.com

www.adviserplus.com/empower

**learning solutions**  
by **AdviserPlus**