

OUR OFFERING

# HR Survival Skills



# Introduction

More than 38% of HR Directors surveyed either agree or strongly agree that teams spend too long dealing with straightforward requests from Line Managers.

Our bitesize HR courses will equip this group to have confidence in managing a range of issues, including recruitment, grievances and disciplinaries, and have complex case studies to enable individuals to practise their skills.

# Our approach to learning

We are passionate about what we do and our approach which we call **REALITY Learning**



**Relevant** – Ensuring the learning is relevant both in context and application



**Exciting** – Capturing the excitement of the participant so they want to know more



**Achievable** – Ensuring participants feel confident that they can achieve



**Lived** – Focus is on a lived experience and telling stories to bring learning to life



**Interesting** – Incites the participants to want to know more



**Transforming** – Inspires individuals to make changes



**Yields Value** – Focus on measurable impacts to the business

# HR Survival Skills

**Our HR Survival Skills Programme consists of 6 x 90-minute virtual workshops covering:**

- Recruitment and Selection
- Probation and Onboarding
- Capability
- Absence Management
- Grievance and Raising Concerns
- Disciplinary

## **Recruitment and Selection**

**Duration: 90mins**

With 78% of organisations struggling to recruit, this workshop will provide an overview of best practice when recruiting and will cover:

- Recruitment – job descriptions and job specifications
- Selection – attracting the right candidate and interviewing
- The Legal Context and protecting against discrimination

## **Probation and Onboarding**

**Duration: 90mins**

The first few weeks of an employee's journey with an organisation are critical to ensuring they become productive members of the team. This workshop covers all the fundamentals of probation and onboarding including:

- The difference between probation and onboarding
- Setting new recruits up to succeed
- Managing the situation when things aren't working out

## **Capability**

**Duration: 90mins**

Capability refers to the skills, ability, aptitude and knowledge. Lack of capability will in most cases lead to unsatisfactory performance in a job role, which, in turn, is likely to cause problems for both managers and employees. Attending this workshop will enable individuals to manage these situations effectively and will cover:

- The difference between capability and disciplinary
- Using a Performance Improvement Procedure
- Creating a good performance environment
- Informal and Formal Capability procedures

**Absence  
Management**  
Duration: 90mins

With the national absence rate steadily raising, managing absence has become an increasingly important part of the Line Manager's role. This session will equip individuals with the skills and knowledge to manage absence effectively and will include:

- Reasons for Absence
- Line Managers' role in Managing Absence
- Absence Management Process
- Managing long term sick

**Grievance and  
Raising Concerns**  
Duration: 90mins

Handling grievances effectively and swiftly in a fair and consistent way leads to a productive and engaged workforce. This session will enable individuals to manage this process and will cover:

- What constitutes a grievance?
- Consequences of unresolved grievance
- Line Managers' role in Managing Grievances
- Following the process

**Disciplinary**  
Duration: 90mins

Being able to follow the disciplinary process is crucial as it has the potential to increase/decrease the awards given at tribunal. This course will equip Line Managers with the relevant knowledge and skills to be able to do so and covers:

- The role of the Manager
- Following the process, including investigations and suspensions
- Deciding the outcome

# Individual HR Skills

## **Mediation in the Workplace**

**Duration: 6hrs**

ACAS research suggests that more than 4 in 5 organisations successfully used mediation to resolve issues either partly or completely. This workshop will equip Line Managers with the skills to undertake this role in the workplace and covers:

- What is mediation
- When is mediation beneficial
- The role of the mediator
- The 6 key stages of mediation
- The Expectation test
- The importance of ground rules

## **Handling Investigations and Hearings Effectively**

**Duration: 2hrs**

According to Personnel Today one of the ways disciplinary procedures can go wrong is by muddling investigations and disciplinary hearings. This session clearly highlights the difference between the two and how to conduct these effectively and in line with ACAS guidelines. The content includes:

- What is an Investigation?
- Preparing an Investigation plan
- Key elements of the meeting
- Key skills required, including listening, questioning and note taking
- Actions following an investigation

## **Bullying and Harassment at Work**

**Duration: 2hrs**

Bullying and Harassment at work has a huge impact on morale and productivity. This workshop is designed for Line Managers to enable them to understand what this looks like in the workplace and steps which can be taken to overcome it. The session content includes:

- What is Bullying and Harassment, including examples of what it may look like in practice
- The Equality Act 2010 and its implications
- Inclusion and Zero Tolerance
- Key Aspects of Policy (Specific to the organisation)
- The Line Manager's role, including handling investigations and disciplinarys
- Creating an inclusive culture

## **Managing for Effective Performance at Work**

**Duration: 3hrs**

Enabling people to display what John Purcell describes as discretionary effort is critical to organisational success. This session will enable Line Managers to driver performance in their teams and effectively manage underperformance. The session content includes:

- What is Effective Performance?
- Why is Managing Performance important?
- The Performance Equation
- Developing Ability
- Motivation in the Workplace
- Reviewing Performance
- Coaching and Feedback



## These sessions can be run:

- **Virtually – we would recommend using a bite sized approach.**
- **Face-to-face individual workshops at our premises or your organisations.**

**Please contact [Helen@strategisolutions.co.uk](mailto:Helen@strategisolutions.co.uk) to discuss further.**

