

international workplace



here's to the future™

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Welcome



Suzanne McMinn
HR Director

In the current climate, where businesses are looking carefully at any investment, it is ever more important to ensure that training provides the best quality learning experience firmly linked to the needs of the business and the individual. With this in mind, we ensure that we deliver a range of practical and enjoyable training courses.

Our trainers don't just train, they are highly experienced hands-on practitioners who are able to relate complex legal issues into real-life examples, which makes each training session much more valuable and enjoyable.

We understand the challenges that organisations are currently facing and link the sessions to provide pragmatic support, translating the often complex legal requirements into manageable processes for HR professionals and line managers.

International Workplace prides itself in being an established provider of accredited HR training, with our wide range of CIPD accredited courses being run by our experienced team of tutors. We have expanded our range of CIPD courses, which now includes modules on Coaching, Learning Needs Analysis and our new CIPD intermediate level – employment law award.

If you are interested in finding out more about any of our CIPD courses, call us on 0871 777 8881.

International Workplace Executive Centre



The International Workplace Executive Centre is our purpose built training venue situated in Clerkenwell, London. Fitted out to the highest standards and with the latest audio visual equipment, the Executive Centre creates an appealing meeting and training environment.

The centre is available for hire.

The centre contains a mix of room space making it ideal for training and formal meetings and presentations. The café area creates a buzzy atmosphere for product launches, exhibitions and informal gatherings, which can be held during the daytime or evenings. The quiet surroundings are ideal for examinations, which regularly take place at the centre.

The centre management team is on hand to ensure that all of your needs are taken care of and help to maintain a friendly and supportive atmosphere. From the moment you arrive our team is available to help make sure your day runs smoothly.

Location



The Executive Centre is ideally located in Clerkenwell within walking distance of the vibrant bars and restaurants of Farringdon, Old Street and Shoreditch and just a short walk from both Barbican and Farringdon tube stations.

To check availability or to arrange a visit, please contact Executive Host, Dmitry Baranov, on +44 (0) 871 777 8881 or email dmitry.baranov@internationalworkplace.com

Meeting rooms

Room capacities					
	Theatre	Cabaret	U-shape	Classroom	Boardroom
Room 1	32	12	18	18	20
Room 2	32	16	18	20	20
Rooms 1 and 2	54	24	20	24	20
Room 3	25	8	12	12	14
Room 4	-	-	-	-	4
Room 5	-	-	-	-	4
Room 6	25	8	10	8	12

Flexible learning, flexible costs

Interested in any of these?

- Save 50% or more on training costs?
- Cut time spent travelling to training venues?
- Base your training on your organisation's policies and procedures?
- Deliver your training programme company-wide by e-learning?

If the benefits appeal to you, we can probably help you by customising one of our existing HR training courses for your own organisation.

We can conduct the training at your premises, or combine it with our flexible e-learning platform to deliver a blended learning programme.

Holding training on your premises for up to 15 people could save you more than 50% on the standard rates for public courses, making your training budget stretch further. And we can customise the study materials to include the actual forms, documents, policies and procedures you use in your organisation, to make it more meaningful to your staff.

We can also run most courses entirely online via our secure web-based e-learning platform, or as a blended course programme, which includes a combination of online study and on-site delivery. This allows us to customise the programme further still, incorporating your corporate branding and giving your managers the ability to track learning progress online in real time.



We can pretty much do anything you want us to, subject of course to the rigorous quality standards applied by our training administrators and any awarding bodies.

Call our training team on 0871 777 8881 for an informal chat in complete confidence – we'll be happy to prepare a proposal for you, and let you try out any of our courses if we can.

CIPD training courses

CHRP | CLDP | ELA

The Chartered Institute of Personnel and Development (CIPD) is the professional body for those involved in the management and development of people. With 135,000 members, it is the largest and most influential organisation for anyone involved in human resources management, training and development.

International Workplace Human Resources is approved to offer programmes under the CIPD qualifications framework.



Certificate in HR Practice (CHRP)



The Certificate in HR Practice (CHRP) – Level 3 provides a firm foundation in all the areas of personnel and is a natural study route towards undertaking the CIPD's new Advanced Level qualifications.

This unique International Workplace course combines the speed and flexibility of e-learning with the quality tutor contact time of traditional classroom learning. Helping you to develop practical, relevant skills and above all, giving you the confidence to be more effective at work. It takes approximately 20 weeks to complete.

Core modules

- Understanding organisations and the Role of human resources
- Recording, analysing and using human resources information
- Developing yourself as an effective human resources practitioner

Optional modules

- Supporting good practice in managing employment relations
- Resourcing talent
- Supporting good practice in performance and reward management
- Delivering learning and development activities

Students can complete all four optional modules and be awarded the Diploma in HR Practice (DHRP).

Who this course is for

- Those new to HR / personnel.
- People interested in a move into HR / personnel.
- Line managers who are involved in HR / personnel activities.
- HR staff who do not have sufficient qualifications to undertake the CIPD Advanced Level course.

Become knowledgeable on

- Recruitment and selection, including conducting interviews.
- Performance management and employee relations.
- Training and development.
- Human resource planning.

“Studying the CIPD Certificate in HR practice has been a fantastic, intense and at the same time challenging experience. I have gained so much knowledge and an understanding of Human Resources, and I feel I can apply what I have learnt in my day to day work as a HR administrator.

After completing the course, I am now able to be a true HR professional, this has shown as I have currently won one quarterly award, an annual award and also the Company's HR department has won the Team of the Year award.

Doing the course and receiving these awards has boosted my confidence and I fully intend on continuing to move forward in 2012 and explore more opportunities for me to grow and develop.”

Joanne Brett, GTL Europe Limited

Certificate in Learning and Development Practice (CLDP)



The CIPD Foundation Certificate in Learning and Development Practice is a level 3 accredited training course produced by the Chartered Institute of Personnel and Development (CIPD). The course is designed for practitioners looking to acquire a means of professional recognition in the field of learning and development.

Core modules

- Understanding organisations and the role of human resources
- Recording, analysing and using human resources information
- Developing yourself as an effective human resources practitioner

Additional modules

- Delivering learning and development activities
- Undertaking a learning needs analysis
- Developing coaching skills for the workplace

Optional modules

- Supporting good practice in managing employment relations
- Resourcing talent
- Supporting good practice in performance and reward management

Who this course is for

- Those new to learning and development.
- People interested in a move into learning and development.
- Employees or independent consultants within the field of learning and development.
- Line managers who are involved in L&D activities.

The course will help you:

- gain an in-depth understanding of L&D as a function;
- understand how to implement best practice in L&D;
- develop practical skills in L&D in identifying, delivering and evaluating training interventions;
- understand and apply the theory and practice of learning needs analysis; and
- develop skills in coaching.

CIPD Employment Law Award



The CIPD Intermediate Award in Employment Law is a four-day course from International Workplace Human Resources designed to give students a comprehensive introduction into the legal framework that underpins effective HR policies around employment relations.

It provides a firm foundation in all areas of employment law. It will equip you with a comprehensive understanding of the law and, above all, will give you the confidence to be more effective at work.

The course will help you to:

- develop the skills needed in employment practice;
- ensure your recruitment practices are fair and legal;
- deal confidently with issues in performance management, and effective handling of discipline and grievance matters;
- develop the skills needed in employment practice;
- ensure that changes to employment contracts, terms and conditions are implemented correctly;
- avoid potentially costly mistakes associated with termination of employment; and
- build a platform for future studies in employment law or human resources management.

Programme

- The purpose and principles of employment law.
- Employment contracts.
- Pay and working time.
- Equality, diversity and discrimination law.
- How to recruit legally and fairly.
- Unfair dismissal and how to avoid it.
- Managing change, reorganisation and redundancy.
- TUPE transfers.
- Enforcing employment law and the Tribunal process.

Who this course is for

- Those new to HR / Personnel.
- People interested in a move into HR / Personnel.
- Line managers who are involved in HR / Personnel activities.
- Business owners and managers who want to gain a robust understanding of employment law and practice.

An introduction to redundancy and TUPE

Dealing with possible redundancies or restructuring, or staff transferring from or to another company is now a common part of business life.

Both senior managers and line managers need to understand the implications of all these situations, both so that they can plan responsibly and so that they can safeguard their organisation from risk of litigation.

The legislation and case law governing redundancy and TUPE (business transfers) is complex and continues to evolve.

It is vital that senior managers plan ahead and can understand all the implications and how the law needs to be applied in their particular situation.

Benefits

- Redundancy and TUPE legislation is complex and continually evolving, so this course will provide you with information that you can understand to help you plan responsibly and safeguard against the risk of potential litigation.
- This in-house course can be tailored to meet the needs of your business, allowing you to plan ahead and apply the law to specific situations that you may be faced with.

Programme

Redundancy:

- The legal definition of redundancy.
- Understanding consultation responsibilities and the use of employee representatives.
- Identifying who is at risk.
- Offences by corporate body (neglect, connivance, consent).
- Understanding how redundancy selection works.
- What is suitable alternative employment?

TUPE:

- What is TUPE and when does it apply?
- Who and what transfers?
- Informing and consulting appropriate representatives.
- Dismissals.
- The Economic / Technical or Organisational defence.
- Harmonising terms and conditions.
- Using tactics in commercial negotiations.

Appraisal training for employees

A good appraisals process is key to the successful management and motivation of staff. Whilst it is paramount to ensure that all managers are trained in this area it is also advisable to train employees.

Appraisal is a two-way process and to ensure its effectiveness this training ensures that employees understand their role and how they can get the best out of the process.

Benefits

- To ensure you gain the most from your employees they need to understand their role within the appraisal process and the importance of taking responsibility for their development and continual improvement in the organisation.
- This training gives employees the confidence to take an active role, and ensures they understand the process and the importance of their 'buy in'.
- Employees who take ownership will increase the effectiveness of the process, as well as increase motivation and productivity.

Programme

- How to prepare for the appraisal discussion.
- Understanding appraisal documentation and company standards.
- Understanding individual objectives.
- How to communicate and listen effectively.
- Managing perception versus reality.
- Practical experience of taking part in an appraisal.
- Discussing difficult situations.
- How to take constructive feedback.

Tailoured to your needs

This training course can be tailored to your requirements and will provide your employees with the confidence to take an active role within the appraisal system to facilitate their own development.

Appraisal training for managers

Annual appraisals are one technique available to your managers to enable them to successfully manage and motivate their teams. However, it is vital that managers are trained to deliver appraisals consistently across the organisation, or their time is wasted and the benefits are lost.

Benefits

- Managers carrying out 'bad' appraisals are more detrimental to the organisation than no appraisals being carried out at all; this course will give your managers a tool to help them successfully manage their teams.
- Training your managers to engage fully with the process and to be consistent throughout will ensure that you do not waste any time, gain the most from your employees and help to increase their motivation and productivity.
- Effective training gives managers the confidence to involve their staff in the process, set meaningful objectives and deal with any 'awkward' situations that may arise.

Programme

- How to prepare for the appraisal discussion.
- Understanding appraisal documentation and company standards.
- Understanding individual objectives.
- How to communicate and listen effectively.
- Managing perception versus reality.
- Practical experience of taking part in an appraisal.
- Discussing difficult situations.
- How to take constructive feedback.

Tailoured to your needs

This training course can be tailored to your requirements so that it reflects your own appraisal system and job roles and can also be pitched at the relevant level for your organisation, from introductory to intermediate to advanced.

Dealing with stress in the workplace

Managers have a legal duty of care to ensure that their employees are not harmed by work-related stress, and have a duty to assess the risk arising from the hazard of works, including stress.

Failure to do so can lead to claims of breach of contract and personal injury claims. In light of the increased number of stress-related Tribunal claims and the increase in publicity, it is prudent that organisations take action early to reduce and manage stress within their organisation.

One fundamental step to managing and reducing stress is through training. All managers need to be aware of their own legal responsibilities in preventing and reducing stress and the practical methods for dealing with short- and long-term cases. Incorrect management of stress or failure to take action when necessary can ultimately lead to potentially costly Tribunal claims and negative PR for your organisation.

This is a practical course that will give managers the legal awareness and practical tools for dealing with their legal responsibilities.

Course programme

- Causes of work-related stress and the impact of these on the workplace.
- Understanding how pressures outside of work can have an impact within the workplace.
- Legal considerations for managing short- and long-term stress, including the Equality Act and the Health and Safety at Work etc. Act.
- Understanding what your duty of care is towards your employees.
- The risks of failing to manage stress within the workplace.
- The Health and Safety Executive's Stress Management Standards explained.
- How to develop a company-wide stress risk assessment and how this can be used to develop a specific stress risk assessment for a particular stress case within your team.
- Practical guidance on dealing with stress-related absence within your team.
- The importance of developing a Stress at Work policy and understanding how to implement one.

Benefits

- This practical course will help manage stress within your workplace and make sure you fulfil your legal duty of care to employees.
- Managing stress effectively will help to reduce time off and associated costs, as well as help to increase morale and productivity.
- Training your managers will help reduce the chances of claims being made against you, which could lead to costly Tribunals and damage to the company's reputation.

Equality and diversity training

The recruitment and employment of people is governed by a wide range of legislation to prevent discrimination. Current laws cover sex, gender reassignment, pregnancy, age, colour, race, nationality, ethnic or national origin, sexual orientation, religion or belief, disability and marital / civil partnership status.

Failure to comply with employment laws can be costly as there is no cap on discrimination awards made to either employees or potential employees. Just as importantly the negative publicity such cases attract can have a devastating impact on an organisation and its workforce.

Who this course is for

This course will give managers and employees an understanding of what their legal responsibilities are within the workplace for eliminating discrimination.

The course will not only provide them with the legal framework for which they need to operate within, but also practical advice and best practice.

Benefits to your organisation

- This course will give you the knowledge you need to help make sure your organisation does not discriminate and, therefore, fail to comply with the relevant legislation which could result in Tribunals, which are both financially costly and damaging to your company's reputation.
- Creating and maintaining an equal and diverse workforce will provide your company with a wide range of personalities and skill sets, which will lead to a positive working environment and increased morale, making sure you are able to attract the best candidates.

Programme

- Definitions of the different type of discrimination.
- Understanding the prejudice, stereotyping and discrimination.
- The legal framework around employment.
- Good practice within employment.
- Positive action within the workplace.

Introduction to employment law

Employment legislation changes frequently and it is imperative that managers keep up to date with the latest changes.

The implications of handling a situation incorrectly can be significant as employees (past and present) and job applicants can make a claim at an Employment Tribunal.

This training can guide managers and supervisors to better equip them with a practical understanding of key areas of employment law and give them more confidence when dealing with day-to-day management issues, as well as an understanding of the implications of their actions.

Benefits to your organisation

- Making sure you are up to date with all key employment legislation will help to make sure your company does not fall foul of the law, which could have costly repercussions for your organisation, both financially and in terms of negative PR.
- Overall awareness of employment legislation and the potential risks involved will help you to manage your staff and your company's business objectives.

Programme

- Understanding the different types of contracts of employment.
- Understanding how to vary contracts of employment and the implications of doing so.
- What constitutes the written statement of terms and conditions?
- Understanding the different forms of discrimination.
- Understanding equal pay within the workplace.
- Family-friendly rights – including working flexibly.
- Termination of employment.

Managing absence training – absence management

High levels of employee absence are a significant cost to an organisation. Absence can have a serious impact on the level of service to customers, productivity or an increased burden on those staff that are at work.

The consequences of this could be low morale and increased stress. There are also direct cost implications for the organisation, such as an increase in expenditure resulting from overtime or the use of agency staff.

This course will help managers and supervisors to achieve this important responsibility by focusing on the different types of absences, and how to manage each type effectively. The course will be theory-based with practical exercises included.

Benefits

- This course will help give your management the knowledge and confidence that they need to control levels of absence in your organisation, make sure you fulfil your duty of care toward your employees, and make sure you are complying with relevant legislation.
- Managing absence effectively will help reduce expenditure for overtime and agency staff, as well as making sure your workforce and its productivity is not disrupted and you are able to maintain good levels of service to your customers.
- A consistent and clear approach to absence will help reduce resentment from other workers, decrease stress within the company and improve staff morale.

Course programme

- Introduction and objectives.
- Reasons to manage sick absence.
- The legal context and the importance of procedures and records.
- Equality Act and dispute resolution procedures.
- Short-term or intermittent sick absence.
- Long-term sick absence.
- Stress, disability, pregnancy.
- Action plans.

Tailoured to your needs

The course can be pitched at the relevant level for your organisation, from introductory to intermediate to advanced.

Managing discipline and grievance training

Disciplinary situations are those that involve breaches in standards of conduct and wilful under-performance.

Grievances can be raised at any time by employees based on any issue, large or small, that they have with a colleague, manager or organisational policies, practices and procedures.

Both can take considerable management time and can be the cause of concern for managers.

It is essential that managers deal with these issues in a consistent, fair and legal manner in accordance to policy, procedure, best practice and legislation, as well as the needs of the business, so that they avoid damage and costly implications for the organisation.

This course will provide legal, technical and practical knowledge required to deal with both informal and formal disciplinary and grievance situations. It is ideal for those who have a responsibility for maintaining standards of behaviour in the workplace, conducting disciplinary and grievance investigations, hearings and appeals.

Benefits to your organisation

- This course will help you to control both disciplinary and grievance situations, thus reducing the amount of management time required and the subsequent stress involved.
- By adopting a consistent and fair approach to these situations and handling them correctly you will not only make sure you comply with relevant employment legislation but also reduce the potential costs of Tribunals and damage to your company's reputation.

Course programme

- Recognise the difference between informal and formal disciplinary and grievance situations.
- Understanding what is a capability matter and what is a conduct matter.
- The legislative framework.
- The use of suspension in disciplinary situations

Then choose three of the following modules to suit your organisation:

- The role of the work colleague / trade union representative.
- Linking misdemeanour with sanction.
- Manual handling.
- Understanding what constitutes gross misconduct.
- How to conduct a grievance investigation.
- Understand how an appeals procedure works.

All of our trainers are HR professionals with 20+ years of hands-on experience working in every sector in small, medium and large organisations. Our HR professionals bring this unique knowledge and experience to ensure our training courses provide best practice and commercial advice with real-life experiences.

Managing redundancy

This interactive in-house seminar is designed to help you understand all of the right steps you need to take before terminating an employment contract for reason of redundancy, as failure to follow the correct procedures can lead to unnecessary litigation and prove to be a costly error.

Are you looking to cut costs by reducing your workforce, including making staff redundant? Have you already made cuts, but are wondering about your legal responsibilities as an employer? Have you followed, or are you planning to follow, the correct redundancy process? Or are you concerned that you may be at risk of receiving an Employment Tribunal claim?

International Workplace's Managing Redundancy Seminar answers all of these questions and more. The guidance offered at this seminar will save you time and money by avoiding the expense and preparation involved with Employment Tribunals.

Benefits

- This course will help prepare managers for dealing with redundancy whilst understanding the potential pitfalls.
- Understanding the correct steps to take through the redundancy process and being aware of your legal responsibilities will help your organisation avoid unnecessary and costly litigation, low team morale, bad publicity and potentially damaging Employment Tribunals.

Programme

This half-day session will cover:

- Legal context of redundancy including costs of getting it wrong.
- Consultation.
- Selection process.
- Suitable and alternative employment.
- Redundancy payments and trial periods.

The full day session will be able to cover the above in more detail as well as:

- How to deliver the news of redundancy.
- The emotional issues for staff and the managers.
- Survivor syndrome and looking after those left.

Mock Employment Tribunal

International Workplace's Mock Employment Tribunal is a highly interactive one-day event that brings the drama of an Employment Tribunal to life.

Our interactive course is designed to offer employers the opportunity to discuss and take part in a mock Employment Tribunal, as well as discuss issues surrounding Tribunals, such as asking when is it appropriate to settle? And what costs (not just financial) can an employer expect when defending a claim? Our course will offer you an impartial perspective from experts frequently involved in the Tribunal process.

It is designed specially to show delegates how an ET works, what happens on the day, and – most importantly – how the decisions you make in the workplace play out in a Tribunal hearing. This highly interactive event involves role play as well as observation and will give you first-hand experience of an Employment Tribunal in a safe environment: the only way you can take part in proceedings at an Employment Tribunal without actually being at the real thing.

Course programme

In the morning session, delegates will learn about how Employment Tribunals are constructed, how the Tribunal process should be approached, how to complete an ET3 and how to consider settlement.

In the afternoon session, a number of delegates will have the opportunity to participate fully in a mock Tribunal, including being witnesses and lay members, and all delegates will gain a better understanding of Tribunal proceedings.

A fun way to learn about a serious subject, with clear explanations about complex issues.

Benefits

- This course will help you gain the confidence to know when to resist a claim and how to win.
- Our highly interactive sessions using group work and role play will give you first-hand experience in a safe environment so that you are fully prepared before you are involved in the real thing.
- An understanding of what claims can be brought and how they are made, as well as the ET process itself, will help you to avoid making mistakes in your workplace that could cost your organisation thousands of pounds.

“All in all, a hugely entertaining and informative day with a 90% recommendation rate.”

Performance management – performance training

Managing an employee who is not performing to your required standards can be a stressful and problematical process, and as a result managers often avoid tackling these important issues. However, failing to manage a poor performer is a short-term strategy as it can lead to low team morale and an increased risk of losing valued employees. The only way to reduce the stress for yourself or your managers is to ensure that the correct procedure is in place and you, or your managers, are well prepared.

This course will enable managers to think ahead and give them the ability to plan their approach to addressing performance problems. Understanding the legal context will help your company to both reduce the risk of expensive Tribunal claims and avoid the potential pitfalls. The course is designed to help managers on a practical basis and can be adapted to meet the needs in your particular environment.

Benefits

- This course will help you to manage underperforming employees effectively and put the correct procedures in place which will, in turn, reduce management stress levels, increase productivity, improve team morale and reduce staff turnover.
- Understanding the legal context will help you to reduce the risks of costly Employment Tribunals.
- Our in-house course can be tailored to the needs of your business, using your own documentation and processes in the training.

Programme

- Legal context.
- Supervision or one-to-one meetings.
- Appraisals – what are they? Why do you have them? Benefits and challenges.
- The appraisal process and meeting, including giving and receiving feedback and setting objectives.
- The appraisal documentation.
- Role play appraisal meeting.

Recruitment and selection training

Getting recruitment wrong can be costly both in terms of time, expenditure and impact to the business. Not only is there scope for discrimination claims and subsequent costs, but selecting the wrong person for the job could mean that the job is not carried out as it is meant to, individuals struggle to meet the required standards of performance, and subsequently leads to high staff turnover and having to start the recruitment process again.

High staff turnover then becomes an issue as the recruitment process commences again, which incurs substantial costs, plus a certain amount of time is then required to train / educate new hires so they become fully operational in a time-efficient manner.

This course focuses on giving managers and supervisors responsible for recruitment the expertise to deliver legal and effective recruitment campaigns, including shortlisting, selection and interviewing. By the end of the course, they will have a full understanding of the recruitment cycle and be able to recruit effectively and legally so that the risks of getting a recruitment campaign wrong are significantly reduced.

Benefits to your organisation

This course will give you the knowledge and skills you need to deliver effective recruitment campaigns.

Selecting the wrong candidates will have a detrimental effect on productivity and your company's objectives and will ultimately lead to high staff turnover.

High staff turnover will result in increased recruitment costs and time and money wasted through training new starters.

As well as improving your productivity and reducing costs, getting recruitment right and making sure you do not discriminate will help prevent potential claims and the subsequent costs involved.

Programme

- The importance of exit interviews.
- What is a job description and how should it be used.
- What is a person specification and how should it be used.
- Different advertising methods.
- Understanding employment legislation so that you recruit lawfully.
- Effective and legal shortlisting.
- Planning the interview.
- Interview techniques, including competency-based interviews.
- Practical exercise.

Strength Deployment Inventory (SDI)

The SDI (Strength Deployment Inventory) is the flagship development tool created by psychologist Dr Elias Porter, for effectively and accurately understanding the motives behind our behaviour (our Motivational Value System). When people recognise the values which drive their behaviour and the behaviour of others, they greatly enhance their ability to communicate and handle conflict more productively.

For organisations this enables them to undertake team sessions to understand why they do what they do, assist with conflict resolution, improve business performance and allow people to respect individual differences.

Why choose SDI?

SDI will improve your business performance

It goes beyond behaviour to reveal our driving motivation. It is therefore very effective for use within performance management, interpersonal communication and team building.

SDI de-personalises conflict

It is a non-threatening method for conflict resolution, which if not addressed can take up large amounts of management time and impact on performance.

SDI is memorable

It is a non-threatening method for conflict resolution, which if not addressed can take up large amounts of management time and impact on performance.

SDI honours our differences

It values our different strengths and allows us to better understand and interpret the actions of others.

Mediation services

When you consider how much time we actually spend at work, it's not surprising that most people encounter a problem at some point. Disputes happen in almost every workplace – but the way you deal with them can mean the difference between reconciliation and expensive legal action. You can solve workplace disputes effectively and economically when you bring people together in mediation.

Mediation has the power to transform your organisation's working culture, making it a happier and more productive place to be.

What is it?

Mediation is a confidential and informal process where an independent third party works with people who have a disagreement to help them find their own solution and reach an agreement to either sort out the problem or improve the situation.

How long does it take?

Mediation usually takes as little as one day in total. You should allow at least two hours per person for the preliminary individual meetings and about half a day for the joint meeting – although this may vary depending on the complexity of the dispute. You might even want to undertake the individual and joint meetings on separate days.

We can arrange mediation quickly, helping you to end disagreements before they escalate.

What happens?

Once all the parties involved have agreed to mediation, the mediator will usually meet separately with them to get their perspective on the situation. They will then come together in a joint meeting to discuss the issues constructively.

The mediator won't take sides or pass any judgement on who is right or wrong. The mediator cannot tell the parties what to do or give any legal advice. The agreement on how to resolve the situation and work together going forward is entirely the decision of the parties involved.

At the end of the process the mediator will draw up a written agreement for all who are involved. Whilst the details of the mediation are completely confidential the mediator will let you, the employer, know that the issues have been resolved. Details of the written agreement can only be shared with the consent of both parties.

Mediation skills for managers

A practical course to provide the skills and information for managers to operate effectively within your organisation.

Business need

Managers can spend much of their valuable time getting drawn into relationship difficulties and conflict situations between staff. Handled well, things improve; handled badly and the situation gets worse, possibly putting you off tackling similar issues again in future. The mediation approach is about working with those in conflict to help them find and agree their own solutions.

Training is suitable for

Managers at all levels, HR professionals, and anyone interested in managing workplace conflict more effectively.

Programme

- Discuss how mediation skills can help you achieve a better outcome from conflict situations.
- Understand the principles of mediation and how the process works.
- Identify useful strategies for building solutions.
- Practise these new skills and approaches.

Coaching workshop

Coaching is certainly a buzz word in the workplace and with good reason – it delivers great results. However, what actually happens in coaching is often surrounded in mystery! This workshop aims to define exactly what coaching is and how it differs from other learning interventions, but most importantly it will give managers practical coaching skills that they can use immediately to really get the best from their team.

By the end of this session you will be able to:

- Demonstrate the core skills of coaching
- Display unconditional positive regard for your coachees
- Explain the GROW model
- Demonstrate active coaching techniques

Programme

- What is coaching?
- Benefits of coaching
- Different types and styles of coaching
- The role of coach and coachee
- Ethics and confidentiality considerations
- Coaching skills – rapport building, active listening, questioning
- Coaching models – GROW
- Coaching techniques and tools
- SMART objectives
- Skills practice and feedback

Getting in touch

United Kingdom



Tel. +44 (0) 871 777 8881

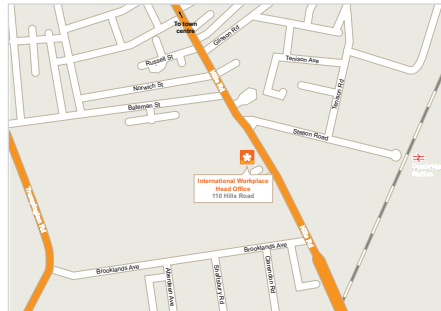
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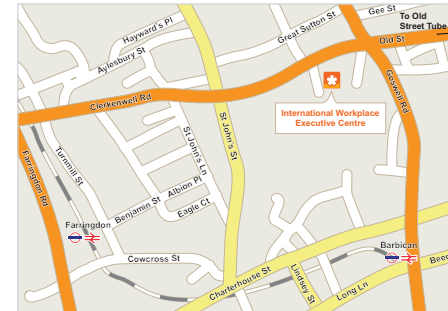
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