



# TRAINING & DEVELOPMENT

Supporting the Shropshire economy through  
quality HR training and development programmes



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Visit us online

<https://hr.shropshire.gov.uk>

# ESSENTIAL CONVERSATIONS

**Course Duration** 1 Day (7 hours)

Please contact us for further information and costs

## Course Overview

This practical one-day course is designed to help delegates develop the essential tools, knowledge, and techniques required to effectively address performance issues with staff before escalating further.

## Who is this course for?

This course is for managers, supervisors, and team leaders who may be experiencing performance management issues and individuals with challenging behaviours.

Topics covered include:

- ✓ Range of strategies used to manage conversations
- ✓ The needs of difficult or challenging people
- ✓ Choosing your words carefully and using communications techniques, including active listening
- ✓ The importance of assertiveness not aggressiveness
- ✓ Recognising when conversation is likely to escalate into conflict
- ✓ Emotional resilience, how not to take things personally or to over apologise





# COACHING & MENTORING

**Course Duration** 1 Day (7 hours)

Please contact us for further information and costs

## Specific benefits of coaching and mentoring include:

- ✓ Better communication and interpersonal skills
- ✓ Increased confidence and motivation
- ✓ Improved conflict resolution
- ✓ Better management performance
- ✓ Improvements in efficiency and effectiveness
- ✓ Fewer errors

## Course Overview

This course covers essential models and theories which relate to coaching and mentoring, and the impact they have on an organisation. Delegates will explore the essential skills and techniques required, as well as a broader understanding of how a manager should apply these processes.

## Who is this course for?

Ideal for those looking to get practical experience of coaching and mentoring at work, this course will give you the skills to help empower individuals to take responsibility for their own actions, and to create your own capacity to operate effectively as a manager.



# LEADING THROUGH CHANGE

**Course Duration** 0.5 Day (4 hours)

Please contact us for further information and costs

## Course Overview

This half day session will provide delegates with an understanding of how to motivate and engage teams in today's ever changing and challenging work environment. The course will explore how behaviours, actions, and situational leadership can enable every team to achieve its vision and purpose.

## Who is this course for?

This course is ideal for managers, team leaders, and supervisors. This workshop will help delegates to adopt a leadership approach, which will better enable them to motivate and engage their teams in the face of organisational change.



# PERFORMANCE MANAGEMENT APPRAISAL

**Course Duration** 0.5 Day (4 hours)

Please contact us for further information and costs

## Delegates will explore:

- ✓ The importance and benefits of performance management
- ✓ The benefits of appraisal
- ✓ How to prepare for and maximise appraisal discussions
- ✓ The systems which can be used to optimise performance appraisal

## Course Overview

This half day session will provide delegates with the tools and techniques required to effectively manage the performance and appraisal process of individuals and teams.

## Who is this course for?

This course is ideal for managers, team leaders, and supervisors. This workshop is suitable for those looking to confidently and effectively manage the appraisal process.

# CREATING A HIGH PERFORMANCE CULTURE

**Course Duration** 2 Day

Please contact us for further information and costs

## Course Overview

This course will help you to understand how to enhance individual, team, and organisational performance through effective coaching techniques. This practical workshop will help you to understand how different techniques and approaches can create an environment where staff feel engaged, involved, and empowered.

## Who is this course for?

This course is ideal for managers, team leaders, and supervisors who are looking to maximise the performance of their workforce.

## Delegates will explore:

- ✓ The benefits of adopting coaching techniques
- ✓ Adopting different styles to deal with challenging behaviours
- ✓ Understanding self and others (DiSC)
- ✓ Tools and techniques to maximise performance potential
- ✓ Understanding key influences on performance



# DiSC PROFILING

**Course Duration** Flexible

**Facilitated Session** Bespoke dependent upon numbers

Please contact us for further information and costs

## Course Overview

DiSC is a personality assessment that will help you to build more effective relationships based on an understanding of different behaviours.

It will save you time, energy and money by using a simple, common language, leading to improved work productivity, teamwork and communication.

DiSC will help you understand yourself better, how you respond to conflict, what motivates and stresses you and how to engage more effectively with your customers.

## Who is this course for?

Everyone!





# HR POLICY TRAINING

## Course Duration Bespoke

Please contact us for further information and costs

## We can provide training on:

- ✓ Capability and conduct
- ✓ Disciplinary
- ✓ Grievance
- ✓ Harassment
- ✓ Managing absence
- ✓ Managing conflict
- ✓ Recruitment and Selection

## Course Overview

Our HR policy training courses are delivered by an experienced member of our team, and will help to upskill your knowledge and awareness to effectively deal with issues.

## Who is this course for?

This course is ideal for managers, team leaders, and supervisors.



# TRAIN THE TRAINER

## Course Duration 1 Day (7 hours)

Please contact us for further information and costs

## Course Overview

This practical one day workshop will benefit individuals who need to deliver and design workplace training to groups of learners. Delegates will discover how to choose the right learning style for any training situation, and will gain an understanding of the skills and knowledge required to maximise learning potential.

## Who is this course for?

This course will benefit individuals who need to design and deliver interactive workplace training sessions to groups of learners. It is aimed at managers, department heads, supervisors, team leaders and trainers.

## Topics of focus include:

- ✓ Learning styles
- ✓ Delivering to different audiences
- ✓ Challenges when preparing and delivering training sessions
- ✓ Developing confidence
- ✓ Engaging your audience
- ✓ Planning your training event



# EFFECTIVE APPRAISALS AND PDRS

**Course Duration** 0.5 Day (4 hours)

Please contact us for further information and costs

## Course Overview

With managers coming under increasing pressure, appraisals can often be rushed and of poor quality or completely overlooked leaving staff feeling disengaged from the organisation. This half day course explores the value of effective appraisals and, regardless of the processes and paperwork you may have in place, focuses on what contributes to a successful appraisal, offering guidance on how this can be achieved.

## Who is this course for?

Anyone responsible for conducting appraisals and performance reviews.





# THE MANAGER AS COACH

**Course Duration** 1 Day (7 hours)

Please contact us for further information and costs

## Course Overview

For many organisations coaching has become a tool used increasingly by managers to help achieve individual, team and organisational goals in challenging times.

This practical one day course is aimed at anyone who has an interest in coaching and is looking to gain a clearer understanding of what coaching is (and is not) and to develop the skills and confidence to start employing a coaching approach to workplace situations.

## Who is this course for?

Anyone in a management and supervisory role.



# BUILDING AN EFFECTIVE TEAM

**Course Duration** 0.5 Day (4 hours)

Please contact us for further information and costs

## Course Overview

Calling a group of people a team doesn't make them a team. This half day course explores how a team develops, the manager's role in developing the team and the importance of adopting the right approach at the right time as well as appreciating the differences between team members.

## Who is this course for?

Anyone in a management role.





# UNDERSTANDING LEADERSHIP

**Course Duration** 1 Day (7 hours)

Please contact us for further information and costs

## Course Overview

This programme is designed to develop your knowledge and understanding of different leadership styles or behaviours found in the workplace, including an understanding of your own preferred leadership behaviours, and the impact that these different styles are likely to have on the behaviour of your team.

## Who is this course for?

Anyone in a management role, or aspiring managers.



# UNDERSTANDING CHANGE

**Course Duration** 1 Day (7 hours)

Please contact us for further information and costs

## Course Overview

Change is all around us, we live with it every day, yet managing a team through change in the workplace can present a manager with one of their biggest challenges. This one day course explores the nature of change, how and why people react the way they do, the challenges they present and how a manager can support their team through a potentially difficult time.

## Who is this course for?

First line managers and supervisors.





# PROBLEM SOLVING AND DECISION MAKING

**Course Duration** 1 Day (7 hours)

Please contact us for further information and costs

## Course Overview

This one day course explores the key stages of the problem solving process from identifying and analysing a problem to recommending an implementation plan to deliver a solution.

## Who is this course for?

Up to Middle Manager.



# EFFECTIVE PRESENTATIONS

**Course Duration** 1 Day (7 hours)

Please contact us for further information and costs

## Course Overview

Delivering a presentation can be a daunting experience particularly if we believe that we have to perform like a seasoned professional. This one day course offers advice and guidance on how to create and deliver presentations that convey your message in a clear and engaging manner and in a style that suits you and your audience.

## Who is this course for?

Anyone required to present as part of their role.





# DELEGATION

**Course Duration** 3.50 hours  
Please contact us for further information and costs

## Course Overview

Delegation and empowerment are ways in which efficiency and effectiveness can be improved with the additional benefits of increasing employee involvement and motivation. This half day course explores the reasons for and the benefits of delegating, what empowerment really means, the things that prevent us from delegating and how we can monitor the outcomes of delegation.

## Who is this course for?

Anyone in a management or supervisory role.



# Engaging with your Team to Boost Performance

**Course Duration** 1 Day (7 hours)  
Please contact us for further information and costs

## Course Overview

Quality conversations with your employees are essential to building effective working relationships, developing and maintaining trust, and motivating them to achieve. The pressures of work can mean that often the importance of engaging with your team can be overlooked, and when conversations do take place they can be rushed and lacking clear outcomes. Whether it's a performance review meeting or simply a catch up, this workshop will focus on having quality conversations to support high performance.

## Who is this course for?

Managers, supervisors, and team leaders who want to motivate and inspire employees to achieve high standards of workplace performance.







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