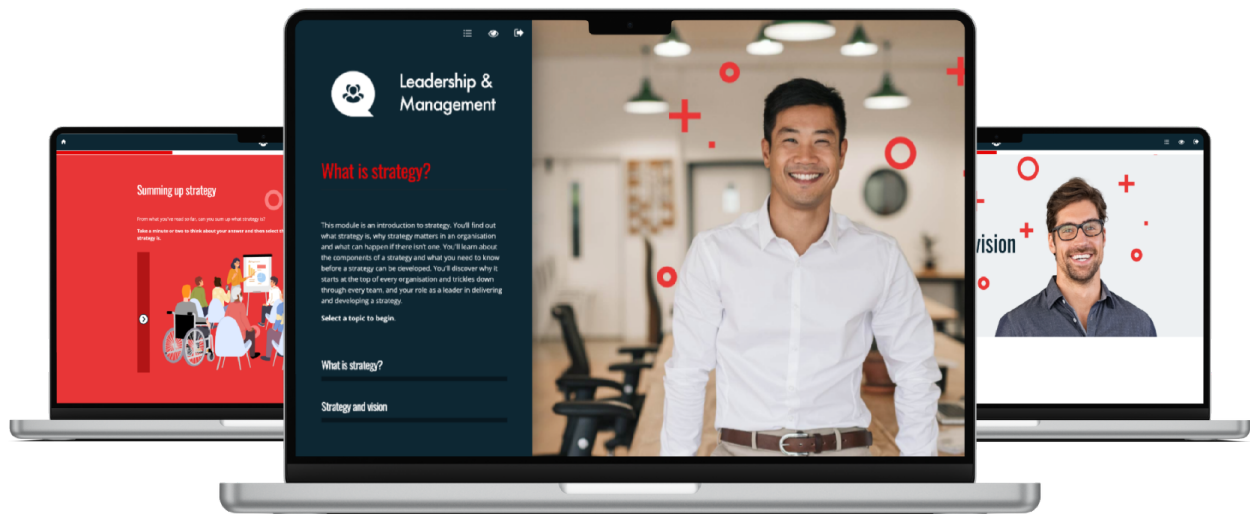## Leadership & Management

The People Manager Collection

This collection provides an understanding of why people management is such an important skill in the workplace of the future, and includes a stream of other resources we've put together, and how you should interact with them. People Manager supports your organisation through all the policies and procedures that come with leadership and management. This collection is designed to address topics around code of conduct, managing others effectively and performance management.

Lessons in this collection include:

- Adoptive Leave & Pay
- Chairing a Disciplinary Hearing
- Developing People in the Workplace
- Managing Others Effectively suite (4 lessons):
    - Delivering Feedback
    - Dealing with Absence
    - Delegation and Planning
    - Summary and Assessment
- Paternity Leave and Pay
- People Management suite (6 lessons):
    - Absence Procedures
    - Capability Procedure
    - Code of Conduct
    - Disciplinary Procedure
    - Disputes Resolution
    - Probationary Procedure
- People Management Styles
- Performance Appraisals: A guide for Employees
- Performance Appraisals: A guide for Managers
- Performance Appraisals: The Interview
- Promoting Positive Attendance
- Shared Leave and Pay
- The Importance of Managing Attendance
- Welcome to People Management
- What's your Gen? Workplace Generation Identifier

Lesson Overview

Adoptive Leave & Pay

Preparing to welcome a child through adoption or surrogacy is a life-changing transition and taking time off to care for and bond with your new arrival is invaluable. In this lesson, we will help cut through some of the stress by guiding you through Statutory Adoption Leave and Pay.

Duration: **13 Minutes** | Accreditation: **CPD** | Assessment: **No**

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Chairing a Disciplinary Hearing

This lesson will serve as a best practice guide to the often difficult situation of chairing a disciplinary meeting. You'll learn how a hearing fits into the broader formal disciplinary procedure.

Learning Outcomes for this lesson include:

- Being able to manage a hearing effectively and apply the appropriate sanctions where necessary.

Duration: **60 Minutes** | Accreditation: **CPD** | Assessment: **No**

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Developing People in the Workplace

In this module you will look at the importance of promoting personal development, and the role that you as a manager can play in helping to plan and manage an individual's professional progression.

Duration: **60 Minutes** | Accreditation: **CPD** | Assessment: **Yes**

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Managing Others Effectively Suite (4 lessons)

Managing Others Effectively: Delivering Feedback

This is part 1 of 4 in our Managing Others Effectively suite of lessons.

The aim of these lessons is to provide you with practical guidance on managing the performance of others so that your teams can perform at their best and deliver quality service. In this lesson, we will look at how to give effective feedback, with some examples to try and see what works best for you

Duration: **15 Minutes** | Accreditation: **CPD** | Assessment: **Yes**

Managing Others Effectively: Dealing with Absence

This is part 2 of 4 in our Managing Others Effectively suite of lessons.

In this lesson, we look at dealing with absence and supporting people returning to work, highlighting the right and supportive approach to your team member's absence. The process is to allow the business to continue and not create a weighty backlog on the individual's return but agree the best solution to an unplanned absence.

Duration: **15 Minutes** | Accreditation: **CPD** | Assessment: **Yes**

Managing Others Effectively: Delegation and Planning

This is part 3 of 4 in our Managing Others Effectively suite of lessons. In this lesson, we will look at delegation and planning, along with the effects of not delegating effectively.

We will explore why delegation is important and necessary, as well as practical hints to watch out for, as you practise and perfect this in order to succeed.

Duration: **15 Minutes** | Accreditation: **CPD** | Assessment: **Yes**

Managing Others Effectively: Summary and Assessment

This is part 4 of 4 in our Managing others Effectively suite of lessons. In the conclusion of these lessons, we will look back on feedback, managing absence and effective delegation, so you and your team continue to perform at your best and deliver outstanding results. This lesson concludes with an assessment of the previous learning.

Duration: **15 Minutes** | Accreditation: **CPD** | Assessment: **Yes**

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Paternity Leave and Pay

Preparing for the arrival of a baby or child is an exciting, life-changing transition. As an expectant father you will have many decisions to make, including how and when to take time off to care for and bond with your new arrival. In this lesson, we will help by guiding you through Statutory Paternity Leave and Pay: the eligibility criteria, what you could be entitled to, how to communicate with your employer, your rights, and the process if adopting or using a surrogate.

Duration: **10 Minutes** | Accreditation: **CPD** | Assessment: **Yes**

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People Management Suite (6 lessons):

People Management: Absence Procedures

Every business will have its own particular system in place for managing employee absences. In this lesson, we share information, exercises and case studies to demonstrate examples of best practices.

Learning Outcomes for this suite include:

- Understanding the importance of absence management.
- Being able to describe the roles, responsibilities and procedures for managing sickness absence.
- Understanding absence management procedures
- Understanding how to deal with different types of sickness absence.
- Being able to outline the stages of the sickness procedure.
- Identifying the correct course of action to take at each stage of the sickness procedure.

Duration: **27 Minutes** | Accreditation: **CPD** | Assessment: **No**

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People Management: Capability Procedure

All employers should be committed to providing a quality service to their customers. In order to do so, its employees need to be encouraged, motivated and trained to develop their potential and use their talents for the benefit of the business. In this lesson, we will outline the aims of the Capability Procedure and how the procedure should be carried out.

Learning Outcomes for this suite include:

- Being able to list the aims of the Capability Procedure.

- How to identify capability problems.
- Understanding the three stages of the Capability Procedure.
- Identifying the possible outcomes of the Capability Procedure.
- Being able to identify the appropriate course of action to take as a result of the Capability Procedure.

Duration: **27 Minutes** | Accreditation: **CPD** | Assessment: **No**

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People Management: Code of Conduct

Code of Conduct is part of a 6 lesson suite. In this lesson, we will introduce you to a typical Code of Conduct policy, and to your duties and responsibilities as an employee.

Learning Outcomes for this lesson include:
- Understanding the scope and purpose of a typical code of conduct.
- Understanding an employee's best practice role and responsibilities in relation to a number of common key areas.

Duration: **27 Minutes** | Accreditation: **CPD** | Assessment: **No**

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People Management: Disciplinary Procedure

An organisation's disciplinary procedure is designed to help employees achieve the standards of conduct expected by the business. In this lesson, we will introduce you to a typical disciplinary procedure, and how it applies to you and other employees.

Learning Outcomes for this lesson include being able to:

- Explain the purpose, principles and scope of the disciplinary procedure.
- Recognise potential examples of misconduct and gross misconduct.
- Understand your responsibilities regarding employee discipline.
- Identify when formal or informal disciplinary actions are appropriate.
- Recognise when a suspension is appropriate.
- Explain the purpose of a disciplinary investigation.
- Outline the procedure of a disciplinary hearing.

Duration: **27 Minutes** | Accreditation: **CPD** | Assessment: **No**

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People Management: Disputes Resolution

A dispute resolution procedure provides a way for an individual employee of a company to raise a grievance. It will usually apply to all employees – permanent or temporary. In this lesson, we will introduce you to a typical dispute resolution procedure.

Learning Outcomes for this lesson include being able to:

- Explain the purpose of the dispute resolution process.
- Understand the dispute resolution procedure.
- Identify the key roles in the dispute resolution process.
- Understand an employee's right of appeal.

Duration: **27 Minutes** | Accreditation: **CPD** | Assessment: **No**

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People Management: Probationary Procedure

This lesson is aimed at everyone, as everyone can be impacted by a new person joining a team. In this lesson, we will enable you to identify the basics of a probationary procedure, the length of time for the probationary period, and supporting processes.

Learning Outcomes for this lesson include being able to:

- Explain what is expected of everyone during a probationary period.
- Identify the standards to be met during the probationary period.
- Understand what is involved in the induction process.
- Understand the probationary process.
- Identify the three options available at the end of the probationary period.

Duration: **27 Minutes** | Accreditation: **CPD** | Assessment: **No**

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People Management Styles

What do you think? Should organisations establish a people management culture or should they let their leaders follow their own style?

Duration: **10 Minutes** | Accreditation: **CPD** | Assessment: **No** | Microlearning: **Yes**

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Performance Appraisals: A guide for Employees

We have designed this lesson to guide you as an employee through the process. You'll discover how to successfully prepare for your appraisal meeting and make a full contribution to proceedings.

Learning Outcomes for this lesson include:

- An explanation of what it is and why we need appraisals.
- How you should prepare for the appraisal meeting.
- How you can use it for your own self-development.

Duration: **30 Minutes** | Accreditation: **CPD** | Assessment: **No**

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Performance Appraisals: A guide for Managers

This lesson is for those managers tasked with carrying out performance appraisals. In this lesson, we will show you how to plan, prepare and carry out a successful and effective appraisal meeting with your staff.

 Learning Outcomes for this lesson include:

- Understanding how to prepare for a performance appraisal.
- Knowing what to expect in a performance appraisal.
- What to do about the outcomes following the appraisal.

Duration: **30 Minutes** | Accreditation: **CPD** | Assessment: **No**

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Performance Appraisals: The Interview

In this lesson, we use video clips of performance appraisal scenarios to illustrate the performance appraisal interview process – why it is done, how the interview should be conducted, and some of the common issues that can arise.

Learning Outcomes for this lesson include:

- Recognising and understanding: how to conduct a successful Performance review, how not to do it, and the difference and importance between the two.

Duration: **30 Minutes** | Accreditation: **CPD** | Assessment: **No**

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Promoting Positive Attendance

This module is all about promoting positive attendance at work and managing sickness absence.

The module uses real life observable examples to give a flavour of what good (and bad) practice actually looks like, and to encourage reflection and discussion amongst trainees.

By the end of this module you will:

- Understand why your organisation has a sickness absence policy and procedure
- Understand the benefits of clear communication within your team or department
- Recognise the importance of applying absence policy fairly and consistently
- Be confident and comfortable in following the sickness absence procedure.

Duration: **60 Minutes** | Accreditation: **CPD** | Assessment: **No**

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Shared Leave and Pay

Preparing for the arrival of a new baby or child is an exciting and life changing moment, and planning your time off accordingly can be overwhelming. In this lesson, we will help alleviate some

of the stress by looking at the eligibility criteria, how to apply, your entitlements, and how to prepare financially if you want to take longer leave than the maternity or adoption pay periods.

Learning Outcomes for this lesson include:

- Having an overview of what the scheme is, how you can use it, how to apply and what you're entitled to.

Duration: **20 Minutes** | Accreditation: **CPD** | Assessment: **No**

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The Importance of Managing Attendance

Employees are the key to any successful business and this should be reflected when dealing with employee attendance. While it's unrealistic to expect 100% attendance by all employees, an organisation should aim to make sure that its employees are properly trained and given reasonable support to achieve high levels of attendance at work.

We have designed this lesson to provide you with an overview of a best practice attendance management process. We will outline why good attendance is important, and how it can be effectively managed by using the tools provided. To make the lesson relevant to your everyday duties, you will see scenarios based on workplace activities.

Learning Outcomes for this lesson include being able to:
- Understand the common types of absence and why managing attendance is important to the organisation and its employees.
- Identify the effects of poor attendance.
- Identify the various tools in promoting employee health and well-being.
- Identify the employee and manager's role in notifying absence.
- Suggest ways of handling absence in a given scenario.

- Demonstrate an understanding of the support mechanisms in place to support employees returning to work.

Duration: **27 Minutes** | Accreditation: **CPD** | Assessment: **No**

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Welcome to People Management

A brief introduction to our curated and created learning resources on People Management. Why it's a vital future skill for the workplace, and how to use the learning we've assembled for you.

Duration: **5 Minutes** | Accreditation: **CPD** | Assessment: **No** | Microlearning: **Yes**

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What's your Gen? Workplace Generation Identifier

We've all heard of Millennials, Generation X, Y and Z and Baby Boomers… but which one are you and does it really affect your style and preferences at work? Run our Workplace Generation Identifier to find out what stereotypes are being assigned to you! Yay!

Duration: **7 Minutes** | Accreditation: **CPD** | Assessment: **Yes** | Microlearning: **Yes**

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