



Lattitude7 – Innovative Working

Title of Proposed Programme	Managing and Improving Your Employee Relations
Programme Content	<ul style="list-style-type: none"> • What is employee relations? • Let's look at key employee relations issues in your business • Dealing practically with disciplinary and grievance issues: • Informal V formal approach • Tips for diffusing conflict • The legal framework • Conducting an investigation • Preparing for and holding a formal hearing • Strategies to help you deal with difficult conversations • Using and increasing your emotional intelligence • How effective communication can enhance your employee relations • Action planning to address your key issues
Course delivery method	Employer premises Training Provider premises (up to 12 delegates) Third Party premises
Duration	This course is delivered over 1 session of 6 hours
What are the perceived business benefits of the proposed training and what are the outcomes for the business	<p>Harmonious employee relations are essential for any business who wants to be successful and perform well. This workshop will help Managers who want to be proactive in achieving and maintaining good relations with their teams. It will also help Managers to react quickly, calmly and within the legal framework to deal with any difficult issues such as disciplinary and grievances.</p> <p>The outcomes for the business are enhanced, effective and positive relationships with their employees. With transparent and clear communication channels, employees will feel engaged within the business and this will contribute to a high performing workplace. Dealing with issues such as disciplinary and grievances fairly and consistently will help to engender trust in Managers which in turn will drive engagement and better performance.</p>
Target group of participants/Who should attend	Supervisors, Team Leaders, Managers, Senior Managers and Directors who want/need to improve their understanding, knowledge, behaviours and skills with regard to effective employee relations.
Is there opportunity for delivery to be flexible dependent upon the needs of individual learner/employer	Yes, on site, off site, small group sessions and splitting the workshop into two half days as opposed to one full day can be offered.



Title of Proposed Programme	Culture – it’s how we do things round here!
Programme Content	<ul style="list-style-type: none"> • What is culture? • Let’s look through your glass door - what does your culture look like? • Developing a strategic People Plan to fit your business goals and culture • Strategic people initiatives – what will work in your business? Choose from some of the following: <ul style="list-style-type: none"> • People analytics • Talent management • Wellbeing • Values and behaviours • Employee engagement • Employer branding • Motivating and incentivising your employees • Action Planning <p>Exact content can be tailored to meet client needs. Delegates are encouraged to bring along their business plan, goals or objectives to help ensure they start to dovetail their existing plans with thoughts and ideas gained from this workshop.</p>
Course delivery method	Employer premises Training Provider premises (up to 12 delegates) Third Party premises
Duration	This course is delivered over 1 session of 6 hours
What are the perceived business benefits of the proposed training and what are the outcomes for the business	<p>Taking a strategic look at your business with a focus on your people is essential. The saying “your people are your main asset” is so true if you want an engaged and high performing workforce. This workshop will help Directors and Senior Managers, understand the importance of having a People Plan and give them the opportunity to consider and learn more about strategic initiatives that will add value in their business.</p> <p>The outcomes for the business include having a clear structure for a People Plan which dovetails with their business plan that can be worked on back in the business. The business will also have clarity on what strategic initiatives they can start to work on to help them become a higher performing workplace.</p>
Target group of participants/Who should attend	Directors and Senior Managers who want/need to improve their understanding of a strategic approach to innovative working and employment practices.
Is there opportunity for delivery to be flexible dependent upon the needs of individual learner/employer	Yes, on site, off site, small group sessions and splitting the workshop into two half days as opposed to one full day can be offered.



Title of Proposed Programme	Dignity at Work
Programme Content	<ul style="list-style-type: none"> • What is Dignity at Work? • An in-depth look at equality, diversity and inclusion • Dignity at Work policies and their practical application • Unravelling different types of discrimination • The legal framework • A managers' responsibilities • The right skills to help you • The OK or Not OK game! • Benefits to the workplace
Course delivery method	Employer premises Training Provider premises (up to 12 delegates) Third Party premises
Duration	This workshop is delivered over 1 session of 3 hours to Supervisors, Team Leaders, Managers, Senior Managers and Directors. Or the workshop can be delivered to all employees in the business but with limited content and will last 45 minutes per workshop. Therefore, 4 x 45 minute workshops can be delivered to employees in a 3 hour period.
What are the perceived business benefits of the proposed training and what are the outcomes for the business	This workshop will help delegates to understand equal opportunities, diversity and inclusion in practice, how it relates to their business and embed good practice within their business so that all employees are treated with dignity in the workplace. The outcomes for the business include enhanced equality practises in the workplace, harmonious employee relations, an engaged workforce, a good reputation in terms of equality and better business performance.
Target group of participants/Who should attend	Supervisors, Team Leaders, Managers, Senior Managers and Directors will all benefit from attending this workshop to gain a better understanding of equality, diversity and inclusion issues. Employees can also attend a more limited content workshop.
Is there opportunity for delivery to be flexible dependent upon the needs of individual learner/employer	Yes, on site, off site and smaller group sessions can be held to suit the needs of the client.



Title of Proposed Programme	Building Relationships Outside the Box
Programme Content	<ul style="list-style-type: none"> • Creating sustainable relationships using NLP techniques • Providing commercial awareness so that relationships are meaningful and aligned to the Balanced Business Scorecard • Ensuring that influencing skills are used to motivate employees and that people are encouraged to use the 6-step model for innovation in all business areas • The four stages on conflict handling and the use of Platinum Rule, Discovery Insights and Thomas-Kilmann conflict mode models • As we move out of the box, we will use the features of both lateral and critical thinking
Course delivery method	Employer premises Training Provider premises (up to 5 delegates) Third Party premises
Duration	This course is delivered over 1 session of 6 hours
What are the perceived business benefits of the proposed training and what are the outcomes for the business	This will help middle and senior managers to improve their understanding/appreciation of others. This allows them to lead and communicate with people to bring about a higher performing workplace. The outcomes for the business include harmonious staff, robust succession, reduced demarcation, improved internal harmony, open communications, team bonding and enhanced customer relationships and better business performance. Employing advanced tools (NLP, the science of persuasion, critical thinking etc) will enable people to have a more robust approach to relationship building and, more importantly, a higher degree of empathy for others in the workplace.
Target group of participants/Who should attend	Middle and senior managers who want/need to improve their relationships with all around them.
Is there opportunity for delivery to be flexible dependent upon the needs of individual learner/employer	Tutorials, module hopping and blended solutions can be offered as required.