

# MANAGING PEOPLE WITHIN THE LAW

## A one-day workshop

Line managers have a responsibility to manage their staff effectively and in line with best practice, internal policies and procedures and, above all, employment law. As legislation becomes ever more complex in the area of people management, it is essential that managers have an understanding of employment law and the practical implications for their role.

This course provides managers with an overview of key HR areas and focuses on their role in managing staff fairly, proactively and effectively in line with organisational requirements. Further in-depth training is available in each of the subject areas. The course content is indicative of what can be covered but will be tailored to reflect key areas for the organisation. Participants will be asked to familiarise themselves with relevant internal policies before the training and these will be referred to and reinforced throughout the day.

### LEARNING OBJECTIVES

This programme will help participants to:

- Clarify the HR responsibilities of a line manager within your organisation
- Understand the impact and extent of employment legislation on people management
- Understand your organisation's policies and procedures in key areas of HR
- Effectively manage recruitment, disciplinary procedures, grievances, absence and harassment and bullying complaints
- Increase their awareness of flexible working and 'family friendly' policies
- Build knowledge and confidence in managing other challenging or sensitive situations

### FORMAT

This one-day course is highly participative, using small team discussion, case studies and practical exercises.

Participants will be sent a welcome pack in advance of the course which will include some pre-course work as well as asking them to reflect upon their own experiences and challenges in this area. They will also be asked to familiarise themselves with your organisation's key internal policies and procedures and bring copies along with them for reference on the day.

### AUDIENCE

All line managers, in any type of organisation – large or small; public, voluntary or private sector.

### SPECIAL FEATURE

This programme is, of necessity, tailored to each different organisation in which it is delivered, to reflect their policies and procedures, definitions of managerial responsibility, etc. The content, duration, objectives and material used can all be tailored to suit your specific needs.

## EXPERT TRAINER

This programme was designed and is delivered by Rosanne Bernard, our lead trainer in this area. See her profile below.

## FEEDBACK

See what participants have said about our 'Managing people within the law' workshops:

*'Very informative – a must do course.'*

*'Liked doing group work made it more interesting.'*

*'Any questions were answered and debated by tutor and group.'*

*'Very interesting and informative.'*

*'Enjoyed the day!'*

*'It's an excellent opportunity to reflect on what we do well, what we could do better and the support the law gives us as employers and employees.'*

*'A great course to understand some HR / employment law.'*

*'A very good insight to managing people within the law.'*

*'Good balance of information and participation.'*

*'Very good general introduction to HR issues and complexities.'*

*'Rosanne was very inclusive, very clear, very informative!'*

*'Rosanne was very knowledgeable with all fields and put things across very well.'*

*'Encouraged participation by all and kept the pace up, so no dead spots in the day.'*

*'Very knowledgeable and relaxed manner that came across very well.'*

*'Very competent!'*

*'Rosanne's knowledge and wealth of experience means she is able to effectively advise on all HR situations.'*

*'It's an eye opener – go for it!'*

Any questions? Just give **Helen Nuttall** a call on **01582 714280** for a no-obligation discussion about running this workshop for your organisation on an in-house basis, or visit [www.maximumperformance.co.uk](http://www.maximumperformance.co.uk) for more details.

# WORKSHOP OUTLINE

*Note: this is a purely indicative outline, subject to change in the light of (a) developments in employment law and (b) your organisation's policies and procedures.*

- 1** Introduction
  - Course objectives and benefits from attending this course
  - Participants' experience and confidence in this area
  - Personal objectives
- 2** Setting the scene
  - HR responsibilities in your organisation
  - Responsibilities of a line manager
  - Working effectively with HR and other sources of support
- 3** The legal framework
  - An overview of the UK legal system
  - Employment status and employee rights
  - The contract of employment – express and implied terms
  - Varying contracts of employment
  - Employment Tribunals
  - Employment law quiz
  - The Equality Act 2010, unfair dismissal, etc
  - Practical implications
- 4** Recruitment and selection
  - Purpose and importance
  - Legal implications
  - An overview of your organisation's process
  - Identifying risks and avoiding pitfalls
- 5** Discipline
  - Purpose of taking disciplinary action
  - Statutory requirements and the ACAS Code of Practice
  - Your organisation's policy – key stages
  - Roles and responsibilities
  - Legal implications and case law
  - Scenarios
- 6** Grievances
  - Understanding what constitutes a grievance
  - ACAS Code of Practice
  - Your organisation's procedure – key stages
  - Roles and responsibilities
  - Legal implications
- 7** Bullying and harassment
  - Understanding what constitutes harassment and bullying
  - Your organisation's policy
  - Managing informally and taking formal action
  - Legal implications and case law
  - Scenarios
- 8** Managing attendance
  - Impact of sickness absence
  - Your organisation's sickness absence policy and procedures
  - Roles and responsibilities
  - Notification and certification
  - Effective strategies to manage short-term and long-term absence
  - Legal implications and case law
- 9** Legal update
  - Flexible working and 'family friendly' policies – an update on recent changes
  - Other legislative changes on the horizon
- 10** And finally...
  - Open forum – remaining challenges and 'what if' scenarios
  - Action planning – identifying how participants will transfer this learning into the workplace and what else they may need which will help them to do this effectively
  - Review and close

# LEAD TRAINER / CONSULTANT PROFILE

## ROSANNE BERNARD



Rosanne is an experienced trainer, facilitator and coach with substantial experience gained in both the public and private sectors. She worked for many years as a generalist HR Business Partner and has experience working at a senior level formulating and implementing HR strategy and policies. In addition, she has extensive experience advising and supporting managers with the full range of HR responsibilities, including recruitment, employee and industrial relations issues.

Rosanne also has extensive experience working as a learning and development consultant, trainer and coach. She now runs her own consultancy practice and brings enthusiasm, pragmatism and a real understanding of the challenges facing organisations today.

### KEY AREAS OF EXPERTISE

Rosanne's work focuses on:

- training (in the areas of HR skills, management development, skills training and train-the-trainer)
- building high performance teams
- one-to-one coaching
- expert facilitation (of meetings, workshops, strategy development days, etc)

Rosanne is passionate about helping organisations and individuals reach their full potential. She has substantial experience of training and development at all stages, including training needs analysis, designing and delivering training interventions and training evaluation against business outcomes and performance.

### CAREER HIGHLIGHTS

Before starting her own consultancy practice in 2002, Rosanne had HR roles at Bedfordshire County Council, British Waterways and, for ten years, at Kodak, where as an HR business partner within a senior management team she provided a comprehensive range of HR services at a strategic and operational level to over 700 employees. This generalist role encompassed resourcing, compensation, industrial relations and employee relations. Rosanne then moved into Kodak's management consultancy service where she designed and delivered management and personal development programmes, facilitated team meetings and events, and coached teams and individuals to maximise their performance.

### FEEDBACK

Rosanne gets outstanding feedback from workshop participants, as the following comments show:

*'Fantastic! Extremely helpful and very knowledgeable.'*

*'Rosanne's presentation and knowledge were brilliant.'*

*'Excellent course in terms of content, right balance of theory and practical sessions. Rosanne made us feel extremely relaxed and gave feedback to help us learn from the practical sessions.'*

*'I don't think I've ever had such a good day's training – very relevant, good information and the trainer was very good.'*

*'A lot of information was absorbed. I've not had SO MUCH FUN on any previous course.'*

*'Excellent facilitator. Can draw the audience and get the best out of them.'*

*'I think that this is the most useful and enjoyable course I have attended so far, not only in content but also in presentation.'*

*'Thoroughly enjoyable and highly relevant throughout. Very professionally prepared and presented. Thank you.'*

*'Really fun, very informative, lots of great ideas.'*

*'Excellent trainer, very motivating, clear, concise and approachable. A great day's course.'*

*'Very inclusive, very clear, very informative!'*

*'Relaxed style and a lot of knowledge.'*

*'Knowledgeable and wealth of experience means she is able to effectively advise on all HR situations.'*

*'Confident professional delivery.'*

*'Very worthwhile course would highly recommend it to all supervisors/managers.'*

*'Excellent course, valuable info gained and delivered a comfortable pace, especially considering I have had no previous investigation training.'*

*'Great refresher that all supervisors should attend.'*

*'A very worthwhile course.'*

*'Very credible. Rosanne knows her stuff and holds the attention of the group well. Thoroughly enjoyed the day - thanks!'*

*'Energetic, experienced, knowledgeable.'*

*'Very knowledgeable. Prepared to listen and adapt. Well presented.'*

*'Rosanne was really good, I like the way she delivered the training.'*

*'It brought the group together as a team.'*

*'Great at identifying shortcomings, positive and negatives.'*

*'A great programme to allow reflection and the opportunity to re-group.'*

*'Excellent discussion based event, forward focused.'*

*'Great facilitator.'*

*'Excellent and knowledgeable facilitator.'*

*'Very professional, concise relevant, held my attention all day!!!!'*

*'Vast knowledge and willing to listen and answer all questions.'*

*'Excellent, knowledgeable and kept us all on track.'*

*'Unflappable trainer. Great, would recommend.'*

*'Great! Well prepared. Asked questions and got delegates to break down their explanations to find out what exactly was required for actions moving forward. Engaging and inviting. Had fantastic conversations at lunch and felt she gave more than just her training tasks. Thank you!'*

*'Friendly, knowledgeable, fun!'*

## **QUALIFICATIONS, TRAINING AND PROFESSIONAL MEMBERSHIPS**

- Fellow of the Chartered Institute of Personnel and Development
- Post-Graduate Diploma in Personnel Management
- Business Practitioner in NLP
- Qualified coach through the Coaches Training Institute
- Qualified to use a number of psychometric instruments, such as OPQ, MBTI Step 1 and 2, WAVE, FACET 5, TMSDI, Mental Toughness (MTQ 48), etc
- Solutions Focus Practitioner