



PEOPLE TRAINING & DEVELOPMENT



makeuk.org/hr-services

FLEXIBLE PEOPLE TRAINING AND DEVELOPMENT TO BUILD SKILLS AND CONFIDENCE

We offer a comprehensive range of training courses to help you manage, protect, and develop your people while staying compliant.

Many of our courses are also CPD accredited.

Why accredited CPD makes a difference?

By choosing an accredited CPD provider, you are able to guarantee that the training you or your employees receive, matches your organisation's high standards.

Want to show that your organisation is committed to maintaining a 'learning culture' and ensure your employees feel valued?

Accredited training is more than twice as likely to be shared on social media, allowing your employees to shout their achievements from the rooftops, and further promote your organisation.

And because business never stands still, we constantly develop and update our course offering to reflect changing legislation and meet evolving business needs, delivered through your choice of face-to-face or virtual learning.

Expert trainers

Our trainers are active employment law advisors, HR consultants and Leadership development experts, experienced at providing day-to-day employment law advice, training and consultancy to companies of all sizes.

A variety of delivery methods

We provide a range of face-to-face and virtual delivery methods to complement the learning style of your organisation and its individuals. Whether it is at one of our training centres, at a location of your choice or online.

Off-the-shelf and bespoke options

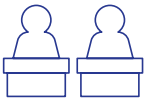
As well as our portfolio of off-the-shelf courses, we also offer bespoke training, tailored to meet your individual business needs, and designed to get right to the heart of your objectives and goals.

DELIVERY METHODS



In-Company

The training course is delivered specifically for a group of people at your company either face-to-face at a time and place to suit you, or via Virtual Classroom. We'll tailor your course content to your business.



Classroom

Taught with delegates from other organisations at one of our training centres. This rich learning experience allows you to get away from the distractions of the workplace, learn from your peers and focus on your qualification.



Virtual Classroom

For those who want a classroom-based course, without the travel, our virtual classrooms provide an interactive online environment for our training programmes to be delivered at your home or office.



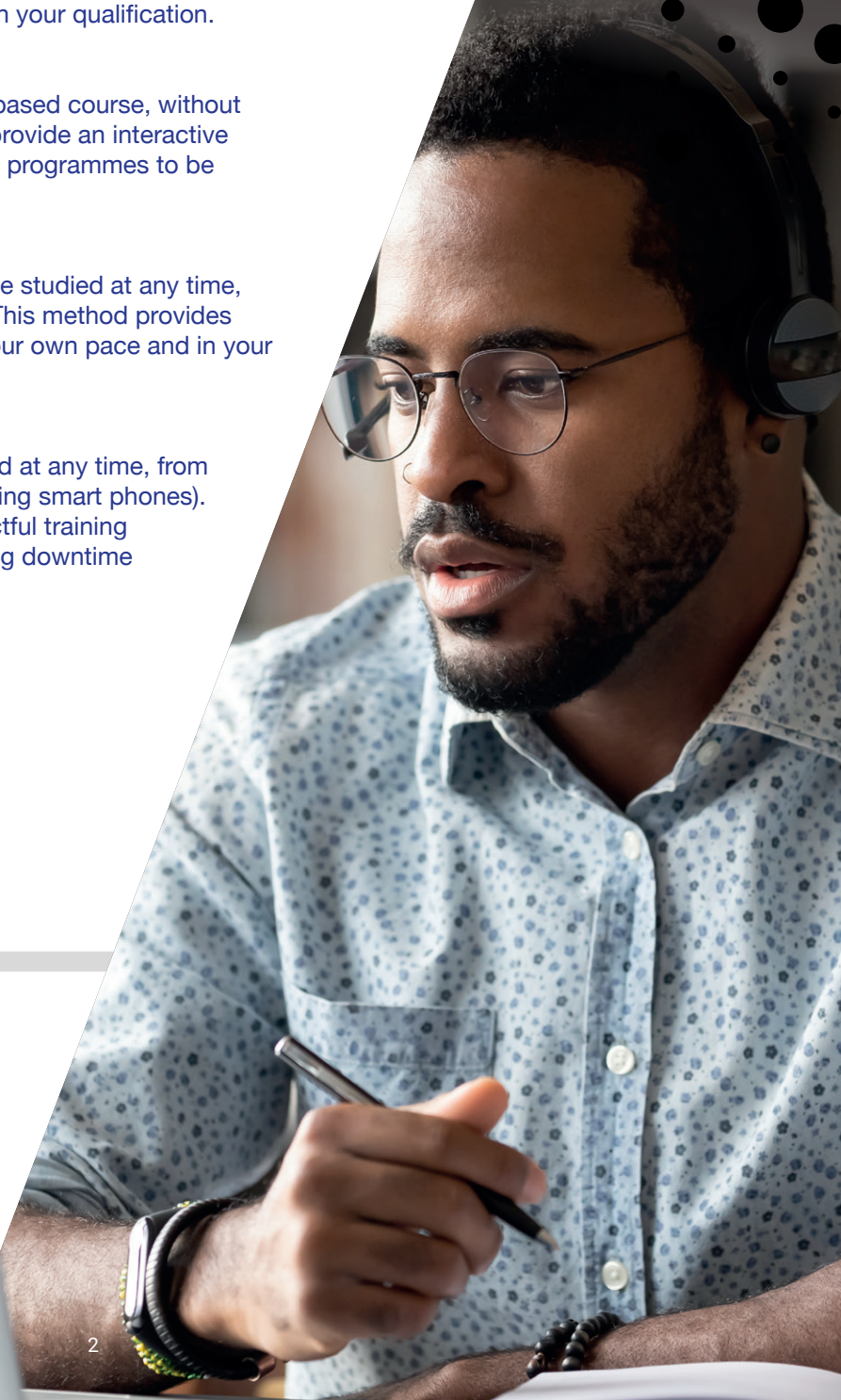
Online

E-learning programmes that can be studied at any time, from anywhere, from any device. This method provides the flexibility for you to study at your own pace and in your own learning style.



Micro Learning Videos

Micro learning that can be watched at any time, from anywhere, from any device (including smart phones). These videos provide short, impactful training in less than 15 minutes, maximising downtime and accessibility.





BESPOKE AND TAILORED PROGRAMMES

As well as our off-the-shelf courses, our team of experts will work with you to develop a bespoke programme that focuses the learning outcomes on your specific requirements, getting right to the heart of your objectives and goals. We'll embed your organisation's values, competencies and working practices with an approach that has great impact and immediate relevance.

Because we offer a variety of face-to-face and virtual delivery methods, we can ensure we match the learning style of your organisation and its individuals. You can take a blended approach to delivery, pick and choose course modules, making this option completely customisable and unique.

THE BENEFITS

- Cost effective
- Time efficient
- Flexible
- Accessible
- Relevant
- Learner focused
- Adaptable

SKILLS FRAMEWORK

Our Skills Framework is built to help you with decision-making for your training requirements, helping you to match our course offerings against the skills gaps and opportunities with your people.



Level 1
Entry level courses



Level 2
Courses aimed at team leaders and supervisors



Level 3
Courses built with managers in mind



Level 4
Senior level courses and professional development



Level 5
Executive and director development



Micro Learning Videos

EMPLOYEE RELATIONS

BACK TO: SKILLS FRAMEWORK ▶

Course / Level Options	Level 1	Level 2	Level 3	Level 4	Level 5
Managing Absence		○	○		
Managing Underperformance – Capability and Conduct			○	○	○
Managing Capability Absence Cases in the Workplace		○	○		
Effective Case Management for HR Professionals - Long Term Sick			○	○	
Effective Case Management for HR Professionals - Complex HR Cases			○	○	
Managing Disciplinarys - Half Day		○	○	○	○
Managing Disciplinarys - Bitesize		○			
Managing Grievances - Half Day			○	○	○
Managing Grievances - Bitesize		○			
Managing the Disciplinary and Grievance Process - Full Day			○	○	
Managing Investigations - Full Day		○	○	○	
Introduction to Investigation Management - Half Day		○	○		
Managing within Employment Law		○	○	○	○
Mock Tribunal			○	○	○
Essential People Management Skills - 2 Days		○	○		
HR Professional Development Programme		○			
Managing Change Successfully			○	○	○
Changing Terms and Conditions of Employment				○	○
Managing the Redundancy Process			○	○	○

NEED MORE INFORMATION?

To find out more about specific courses, or if you need bespoke inhouse training solutions. Enquire now.

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In-Company

Classroom

Virtual Classroom

Online

Micro Learning Videos

EMPLOYEE RELATIONS

BACK TO: SKILLS FRAMEWORK ▶

Course / Level Options	Level 1	Level 2	Level 3	Level 4	Level 5
Managing the TUPE Process			○	○	○
Employee Rep Training - New Reps	○	○	○	○	
Employee Rep Training - General	○	○	○	○	
Employee Rep Training - TUPE	○	○	○	○	
Employee Rep Training - Redundancy	○	○	○	○	
Working Successfully with Employee Rep Groups		○	○	○	○
Working Successfully with Trade Unions				○	
Conducting Workplace Negotiations		○	○	○	
Outplacement Workshop (Front line / Team leader)	○	○	○		
Outplacement 1:1s (Management level)			○	○	○
Pre Retirement Training	○				
Right to Work Checks			○	○	○
How to Calculate Retention and Why this is Important		○	○	○	○
How to Calculate Absence and Why this is Important		○	○	○	○
How to Monitor and Evaluate your People Data		○	○	○	○
Effective Minute Taking, Note Taking and Action Plans - 101	○	○	○	○	

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MANAGEMENT BASICS

BACK TO: SKILLS FRAMEWORK ▶

Course / Level Options	Level 1	Level 2	Level 3	Level 4	Level 5
Managing Performance for Success - Probation and 121s		○			
Appraisal Skills and Objective Setting		○	○	○	
Managing Absence		○	○		
Essential People Management Skills - 2 Days		○	○		
Managing within Employment Law		○	○	○	○
New Team Leader Training		○			
Handling Difficult Conversations		○	○	○	
Managing Conflict			○	○	○
Managing Underperformance - Capability and Conduct		○	○		
Managing a Hybrid/Virtual Workforce		○	○	○	
Recruitment and Selection Workshop - Full Day		○			
Interviewing Skills	○	○	○	○	
Employee Wellbeing			○	○	○
Finance for Non Financial Managers - Full Day		○	○		
How to Behave Assertively	○	○	○	○	○
Time Management and Prioritisation	○	○	○	○	
Effective Communication		○	○		
Conducting Successful Meetings		○	○	○	
Effective Minute Taking, Note Taking and Action Plans - 101	○	○	○	○	

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MANAGEMENT DEVELOPMENT

BACK TO: SKILLS FRAMEWORK ▶

Course / Level Options	Level 1	Level 2	Level 3	Level 4	Level 5
Building a High Performing Team - Half Day		○	○	○	
What are Team Dynamics and How Do You Maximise Potential		○	○	○	
Effective Leadership			○	○	○
New Team Leader Training		○			
Assessing Leadership Styles and Why It Is Important			○	○	
Self Management Skills	○	○	○	○	
How to Behave Assertively	○	○	○	○	○
Conducting Workplace Negotiations				○	○
Managing the Redundancy Process			○	○	○
Managing the TUPE Process			○	○	○
Getting the Best out of Your People			○	○	
Problem Solving using LEAN Techniques	○	○	○		
What is Critical Thinking and Why It Is Important		○	○	○	
Project Management 101		○			
Project Management for Non-Project Managers (Day 1)		○	○		
Project Management for Non-Project Managers (Day 2)		○	○		

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BACK TO: SKILLS FRAMEWORK ▶



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LEADERSHIP DEVELOPMENT

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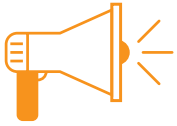
Course / Level Options	Level 1	Level 2	Level 3	Level 4	Level 5
Leadership Coaching				○	
Executive Coaching					○
Building a High Performing Team - Half Day		○	○	○	
Managing Change Successfully			○	○	○
Changing Terms and Conditions of Employment				○	○
What is Critical Thinking and Why It Is Important		○	○	○	
Problem Solving using LEAN Techniques	○	○	○		
Managing Effective Cultural Transformation				○	○
Successfully Managing a Hybrid Workforce				○	○
Managing the Redundancy Process			○	○	○
Managing the TUPE Process			○	○	○
Working Successfully with Trade Unions				○	
Conducting Workplace Negotiations		○	○	○	
Culture, Values and Inclusion			○	○	○
What is Unconscious Bias			○	○	○

NEED MORE INFORMATION?

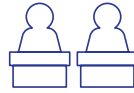
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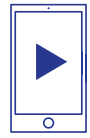
Classroom



Virtual Classroom



Online



Micro Learning Videos

ENGAGEMENT AND MOTIVATION

BACK TO: SKILLS FRAMEWORK ▶

Course / Level Options	Level 1	Level 2	Level 3	Level 4	Level 5
Engaging and Motivating your Team		○	○	○	○
Building a High Performing Team - Half Day		○	○	○	
Getting the Best out of your People			○	○	
Managing Employee Wellbeing			○	○	○

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EQUALITY, DIVERSITY & INCLUSION

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Course / Level Options	Level 1	Level 2	Level 3	Level 4	Level 5
What is Equality, Diversity, Inclusion and Why it Matters	○	○	○	○	○
Understanding Banter, Harassment, Bullying and Victimisation - Bitesize	○	○	○		
Culture, Values and Inclusion			○	○	○
What is Unconscious Bias			○	○	○
The Equality Act - Bitesize		○	○	○	○
Transgender Inclusivity		○	○	○	○
Ethnicity Pay Reporting				○	
Gender Pay Reporting				○	
Managing Disability in the Workplace		○	○	○	○
What is Neurodiversity?	○	○			
Neurodiversity for HR			○	○	○
Neurodiversity for Managers			○	○	○
Managing Menopause in the Workplace		○	○	○	○
What is Allyship and Why Your Organisation Needs It		○	○	○	

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EQUALITY, DIVERSITY & INCLUSION

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Course / Level Options	Level 1	Level 2	Level 3	Level 4	Level 5
Neurodiversity for HR					
Talent Management (3 hours)		○	○	○	
Performance Management (3 hours)		○	○	○	
Neurodiverse Candidates (for HR and Talent Acquisition Teams) 1 hour		○	○	○	
The Recruitment Process (for HR and Talent Acquisition Teams) 1 hour		○	○	○	
Working with Your Teams (for HR and Talent Acquisition Teams) 1 hour		○	○	○	
Neurodiversity for Line Managers					
What is Neurodiversity? (3 hours)		○	○	○	
Building Inclusive Teams (3 hours)		○	○	○	
Training for Neurodiverse Employees					
Goals and Priorities	○				
Planning and Scheduling	○				
Basics of Good Presentations	○				
Developing Your Own Style	○				
Basics of Neurodiverse Communication	○				
Your Unique Style	○				
Building Relationships	○				
Becoming Influential	○				
Managing Stress	○				
Managing Burnout	○				
Handling Conflict Well	○				
Bespoke Options are available					
Trans and Gender Diverse Training					
Basic Transgender Awareness Course (30 minutes)	○				
Full Transgender Awareness Course - (2 -3.5 hours)	○				
Comprehensive Management of Authenticity and Transgender People in the Workplace - One Day		○	○	○	



Micro Learning Videos

MICRO LEARNING VIDEOS

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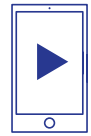
Course / Level Options	Level 1	Level 2	Level 3	Level 4	Level 5
Absence					
Benefits of Disclosing a Disability	○				
Managing a Disability Disclosure / Making Reasonable Adjustments		○	○		
What is a un/reasonable adjustment? (review periods)		○	○		
When to refer to Occupational Health and what Questions to Ask		○	○		
Benefits of an Occupational Health Referral		○	○		
Managing Absence During Sporting or National Events		○	○		
Employee Relations					
Managing Reluctant Witnesses		○	○		
Awareness of E/T Procedural Failings		○	○		
The Disciplinary Process and Documentation		○	○		
Preparing for a Disciplinary Hearing		○	○		
Do I Need to Take Disciplinary Action?		○	○		
Managing an Appeal Process for Disciplinarys		○	○		
How to Handle Sickness Absence During the Disciplinary Process		○	○		
Investigation Interview Techniques		○	○		
When is it Appropriate to Suspend		○	○		
Unfair Dismissal / Constructive Dismissal		○	○		
Common Pitfalls in the Disciplinary Process <small>(signing minutes, reinterviewing witnesses - new info, reasonable notice, unreasonable sanctions, mitigation, length of service)</small>		○	○		
Reasons to Approve or Decline Flexible Working Requests		○	○		
Additional Bank Holidays		○	○		
Common Pitfalls in the Grievance Process		○	○		
How to Handle Sickness Absence During the Grievance Process		○	○		
How to Write a Grievance Outcome Letter		○	○		
Grievance Investigation		○	○		
Why People Raise a Grievance		○	○		
Managing a Grievance Hearing Process		○	○		
Managing an Appeal Process for Grievance		○	○		
Grievance Outcomes and Next Steps		○	○		

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MICRO LEARNING VIDEOS

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Course / Level Options	Level 1	Level 2	Level 3	Level 4	Level 5
EDI+					
ADHD	○				
Allyship	○				
Appropriate Terminology	○				
Autism	○				
Banter	○				
Bullying, Harassment & Victimisation	○				
Dyscalculia	○				
Dyslexia	○				
Dyslexia, Dyspraxia & Dyscalculia	○				
Dyspraxia	○				
Menopause	○				
Protected Characteristics	○				
Trans and Gender Diverse Awareness for Employees	○				
Trans and Gender Diverse Awareness for Managers	○				
Types of Discrimination	○				
Unconscious Bias	○				
Working in an Inclusive Way	○				
Gender Pay Gap Reporting		○	○		
Sexual Harassment	○				
Job Evaluation					
A Suite of Micro Learning to take you through the Process Steps		○	○		
Management Development					
How to be Assertive	○				
How to Make the Most of a 121	○				
Appraisals - Best Practice		○	○	○	
Redundancy					
Statutory Collective Consultation		○	○	○	
Individual Consultation		○	○	○	
Selection Criteria Redundancy		○	○	○	
Managing a Redundancy Process		○	○	○	
Calculating Redundancy Pay		○	○	○	

This is a constantly expanding portfolio, so do contact us if you don't see what you are looking for.



Micro Learning Videos

PERSONAL DEVELOPMENT

BACK TO: SKILLS FRAMEWORK ▶

Course / Level Options	Level 1	Level 2	Level 3	Level 4	Level 5
Better Presentation Skills		○	○	○	
Train the Trainer		○	○		
Coaching and Mentoring Skills		○	○		
Self Management Skills	○	○	○	○	
How to Behave Assertively	○	○	○	○	○
Time Management and Prioritisation	○	○	○	○	
Problem Solving using LEAN Techniques	○	○	○		
What is Critical Thinking and Why It Is Important		○	○	○	
Outplacement Workshop (Front line/Team leader)	○	○	○		
Outplacement 1:1s (Management level)			○	○	○
Pre Retirement Training	○				

NEED MORE INFORMATION?

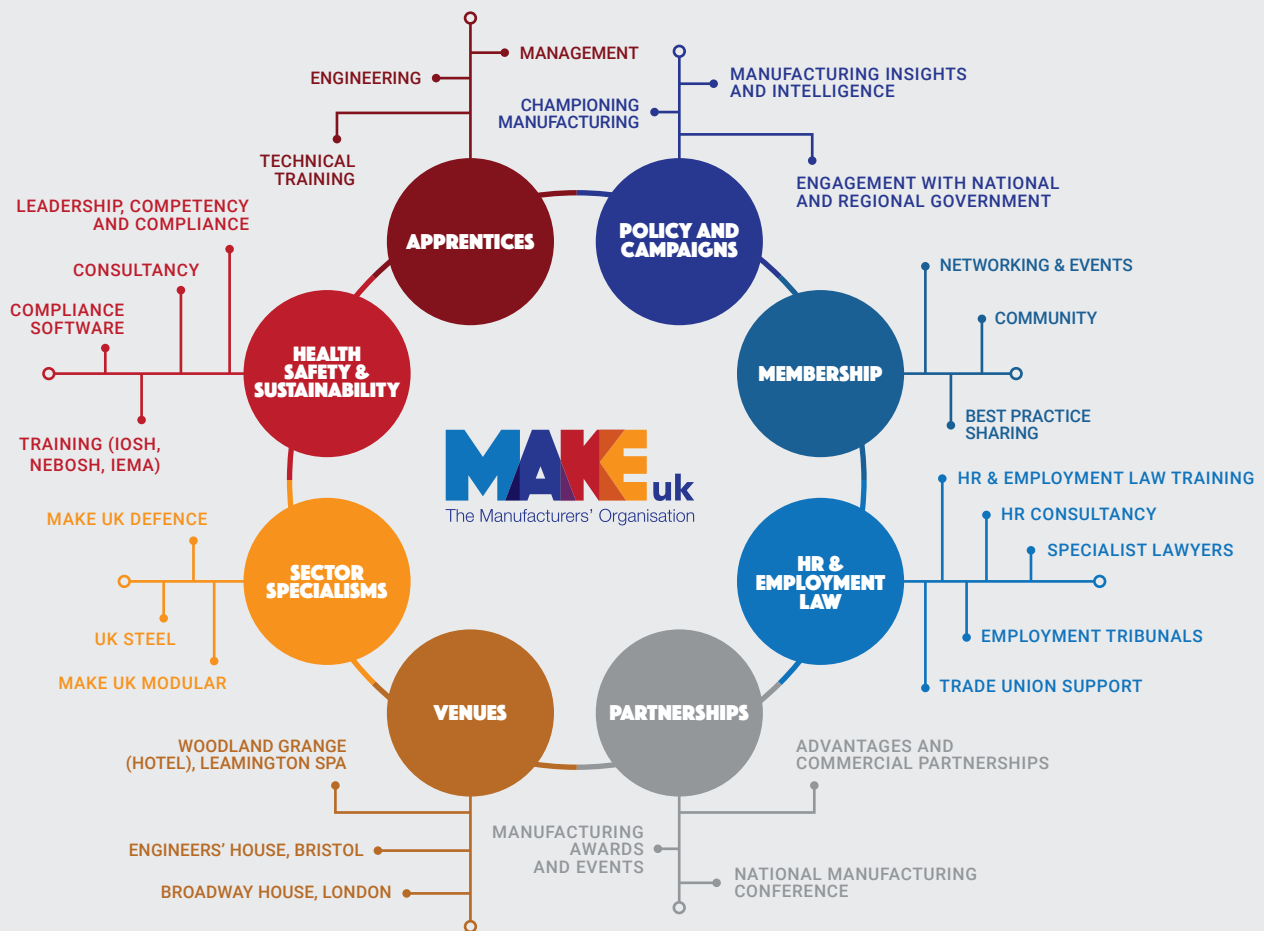
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MAKE UK HR & EMPLOYMENT LAW IS PART OF THE MAKE UK FAMILY

Make UK champions and celebrates British industry, allowing organisations to meet their objectives and goals. Our aim is to empower individuals and inspire the next generation.



WE'RE HERE TO HELP

Our trainers are active employment law advisors, HR consultants and Leadership development experts, experienced at providing day-to-day employment law advice, training and consultancy to companies of all sizes. Combining the expertise and capabilities of a law firm with the practical experience of a HR, leadership and management consultancy, we give you the in-depth support you need, with an accessible, high-quality service.

If you require advice with HR, employment law, leadership or management, strategy or training. Our experienced team of consultants are here to help.

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