



# PEOPLE TRAINING & DEVELOPMENT



# **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.

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.

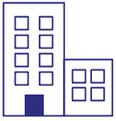
## **A variety of delivery methods**

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**

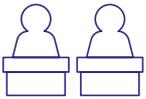
As well as our portfolio of off-the-shelf courses, we also offer bespoke training, tailored to meet your individual business needs, and designed to get right to the heart of your objectives and goals.

# 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, bringing it to life.



## **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.



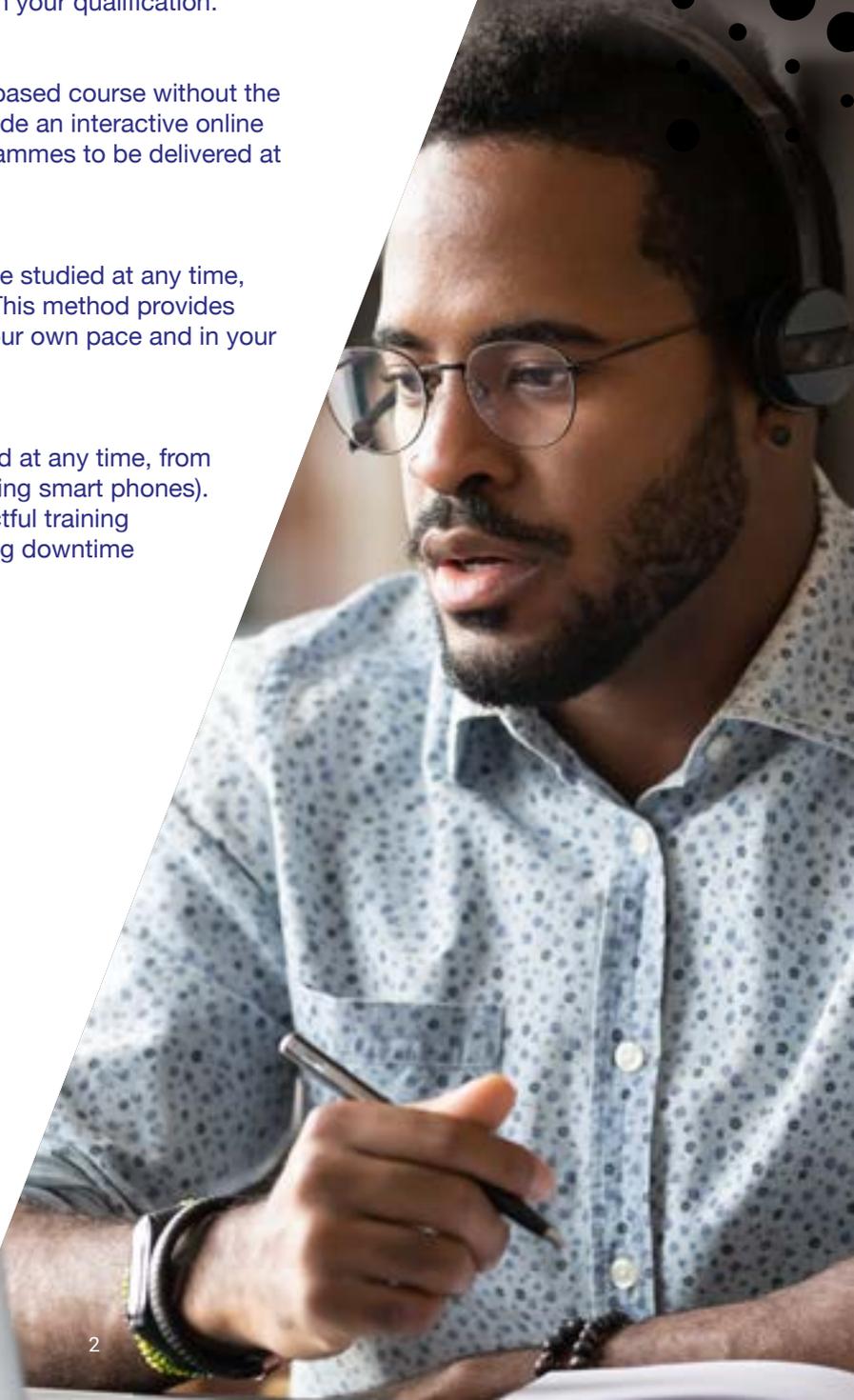
## **Online**

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, and 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



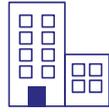
**Level 3**  
Courses built with managers in mind



**Level 4**  
Senior level courses and professional development



**Level 5**  
Executive and director development



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 Absence		○	○		
Managing Performance and Capability			○	○	○
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			○	○	○

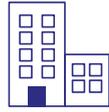
# NEED MORE INFORMATION?

To find out more about specific courses or if you can't find what you are looking for, please get in touch:

**0808 168 5874** | [enquiries@makeuk.org](mailto:enquiries@makeuk.org)

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**BACK TO: SKILLS FRAMEWORK** ▶



In-Company



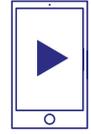
Classroom



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	○	○	○	○	
HR Management (Intermediate)		○	○	○	
HR Management (Advanced)			○	○	○

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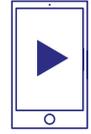
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## MANAGEMENT BASICS

**BACK TO: SKILLS FRAMEWORK** ▶

Course / Level Options	Level 1	Level 2	Level 3	Level 4	Level 5
Managing Performance, Appraisals and 1:1s		○			
Managing Absence		○	○		
Essential People Management Skills - 2 Days		○	○		
Managing within Employment Law		○	○	○	○
New Team Leader Training		○			
Handling Difficult Conversations		○	○	○	
Managing Conflict			○	○	○
Managing Performance		○	○		
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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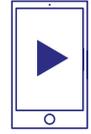
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Micro Learning Videos

## MANAGEMENT DEVELOPMENT

**BACK TO: SKILLS FRAMEWORK** ▶

Course / Level Options	Level 1	Level 2	Level 3	Level 4	Level 5
Belbin - Successful Teams - Bitesize		○	○	○	
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)		○	○		

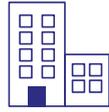
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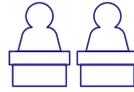
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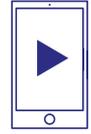
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## LEADERSHIP DEVELOPMENT

**BACK TO: SKILLS FRAMEWORK** ▶

Course / Level Options	Level 1	Level 2	Level 3	Level 4	Level 5
High Performance Coaching - Developing Yourself and Healthy Habits			○	○	○
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			○	○	○

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## ENGAGEMENT AND MOTIVATION

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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		○	○	○	
Belbin - Successful Teams - Bitesize		○	○	○	
Getting the Best out of your People			○	○	
Managing Employee Wellbeing			○	○	○

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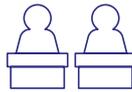
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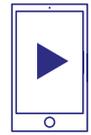
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## EQUALITY, DIVERSITY & INCLUSION

[BACK TO: SKILLS FRAMEWORK](#) ▶

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		○	○	○	

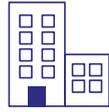
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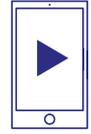
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## PERSONAL DEVELOPMENT

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Course / Level Options	Level 1	Level 2	Level 3	Level 4	Level 5
Better Presentation Skills		○	○	○	
Train the Trainer - Basic		○	○		
Train the Trainer - Advanced		○	○	○	
Coaching & Mentoring Skills for Trainers		○	○		
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	○				

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# 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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