

The  
**Managing  
People  
Fundamentals**  
Programme



**01527 306760**

[www.thebusinesslearningacademy.com](http://www.thebusinesslearningacademy.com)

**danton**  
human resources

Business  
**Learning  
Academy**

Part of the Danton Group

# Excellent People Management forms the foundation for the success of every organisation

Poor people management can lead to disengaged employees, decreases in efficiency and productivity and poor retention preventing businesses from reaching their goals.

Great managers and leaders optimise productivity, engage employees, drive performance and develop a positive culture to move the business forward.

Managing and leading your people to ensure the successful achievement of the business goals is multifaceted. It requires both training in knowledge and skills across a number of different areas and functions, combined with correct level of mentoring and support.

Ensuring managers have the knowledge, skills and confidence is essential.

*“ Many managers go into their first management role through excelling in a previous role with very little people management and leadership experience.*

*This was definitely true for me! The modules of this comprehensive course deliver a combination of all the fundamental knowledge and skills required for new or aspiring managers to be successful.*

*It covers everything that I wish I had known when I started in management! ”*

*Duncan Roke*

Programme Director,  
The Business Learning Academy

# The Managing People Fundamentals Programme

The Managing People Fundamentals Program teaches and develops the relevant, practical knowledge, skills and motivational tools required for success in management. On completion of the programme managers will have an increased level of both competence and importantly confidence that will enable them to professionally lead high performing teams.

Our comprehensive seven module programme is designed to provide you with the knowledge, skills, processes and checklists that will help you manage and optimise your most important resource; your people.

This complete programme has seven single day modules, mentoring and DISC behavioural analysis.

---

## Modules overview

1

Understanding the Management Role

2

Equity, Diversity and Inclusion

3

Recruitment, Onboarding and Probation

4

Managing Difficult Conversations and Conflict

5

Managing Performance

6

Managing Absence, Health and Wellbeing

7

Leading and Managing High Performing Teams

---

**01527 306760**

**info@thebusinesslearningacademy.com**



## Begin your journey with the Business Learning Academy today.

“ Putting our managers through the MPF ensures that they have the leadership knowledge and skills they need to flourish. The practical elements of the training allows them to deal with the real world situations that they will face from day one in their new roles. They are much more proactive and require less support. ”

---

## Who Should Enrol?

This course is ideally suited to new managers, supervisors or existing managers looking to increase their knowledge and develop their skills where they may have gaps, or business owners looking to achieve a return on their people investment.

## Learning Outcomes

After completing the programme, you will:

- Understand what is required in your role as a manager
- Have a baseline understanding of employment law and it's application
- Know how to bring the right people into the business
- Understand how to plan and manage difficult conversations and conflict
- Be able to manage absence and promote health and wellbeing
- Know how to manage individual and team performance
- Understand the communication styles and methods required to motivate and manage a high performing team

## Train your team

This BLA course can be delivered virtually or on-site for corporate teams and can be tailored to your specific requirements.

For details contact: [info@thebusinesslearningacademy.com](mailto:info@thebusinesslearningacademy.com)

## Business Outcomes

- Reduced reliance on senior managers and business owners to solve problems and make decisions
- Competence and confidence to identify and manage issues before they arise
- Making improvements to productivity and efficiency leading to increased profit and reduction in costs

## The BLA Experience

- Specialist trainers who are experts in current best practice and passionate about keeping up to date with the latest trends
- High quality delivery and delegate engagement
- A blended learning approach with theory and practical based training
- Small class sizes to ensure you get the most from our trainers
- Wide breadth of topics to ensure you understand the overall context
- Options to complete the whole programme or choose specific modules
- Available to support introduction and refresher based training

**Begin your journey  
with the Business  
Learning Academy today.**

Speak to us about your goals  
and we can help you find the  
course or module to suit  
your needs.

[www.thebusinesslearningacademy.com](http://www.thebusinesslearningacademy.com)

---

**01527 306760**

**[info@thebusinesslearningacademy.com](mailto:info@thebusinesslearningacademy.com)**



# Begin your journey with the Business Learning Academy today.

“ Sophie was one of our rising stars. We wanted to develop Sophie to give her everything she needed to be successful in her first leadership role. The Managing People Fundamentals Programme gave her the knowledge, skills and confidence that enabled her to manage her team effectively and independently after only a very short time in her new role. ”

**gateway2lease**  
vehicle finance specialists

---

# 1

## Understanding the Management Role

### Module Overview

Are you new to your role or an aspiring manager? This module will provide you with a broader and more in depth understanding of your role. It will help you to improve your communication skills and discuss the strategies required to get the most out of your team, measure productivity and motivate those around you.

### Learning Outcomes

- You will hone your management and leadership skills and gain a clear understanding of what best practice looks like
- Understand the requirements of the management role, including the tasks and responsibilities a manager undertakes, such as accountability and authority.
- Understand the difference between management and leadership, including how to develop skills using different management and leadership approaches
- Understand what is meant by “organisational culture” and business mission, vision and values
- Understand the impact of your role and the link between yourself, the team, and how you collectively contribute to the overall success of the organisation
- Understand the different aspects of communication including behavioural styles and effective communication
- Develop skills around effective listening, questioning, language, influencing, negotiating and instructing
- Have the knowledge, skills and behaviours required to be effective in a management role

Delivery  
In person

Duration  
1 Day

# 2

## Equity, Diversity and Inclusion

### Module Overview

The Equality Act 2010 states that every organisation has a **legal** responsibility to promote equality, diversity, and inclusion in their workplace.

This module outlines the comprehensive legal framework review of requirements and discusses the difference between positive action and positive discrimination. Using best practice examples and real life application, you will learn how to cultivate a fair and more inclusive workplace.

This essential module provides you with the key requirements needed to ensure your workplace is meeting its legal requirements in equality and diversity.

### Learning Outcomes

- Understand an organisation’s legal responsibilities to provide an inclusive workplace for your people and how to adopt an equal culture across your organisation
- Understand and recognise different types of behaviour and why they could be unacceptable
- Understand the difference between direct and indirect discrimination
- Know how to find a balance between keeping your workplace fun, but safe and identify how your organisation can cultivate a more inclusive environment to improve diversity and eradicate discrimination
- Understand and identify protected characteristics
- Recognise what “privilege” looks like and understand its impact

Delivery  
In person

Duration  
1 day

---

## 3

### Recruitment, Onboarding and Probation

#### Module Overview

How you bring new people into the organisation is crucial to achieving your business goals.

The recruitment process continues far beyond a new appointment and success depends on what happens during the first few days, weeks and months. How well the employees settle in, the quality of the training provided and how well the employer treats them in the early stages, can have a huge impact long term.

This module provides you with the relevant skills and knowledge to select, recruit and retain the best people for your organisation and to ensure that you comply with the legal requirements at each stage.

#### Learning Outcomes

- Understand the purpose of the job description compared to job design
- Learn the steps and skills required for the selection process, including shortlisting, interview methods, assessments and legal compliance
- Understand how to make an offer and the correct use of references, pre-employment checks and questionnaires
- Understand what is required to build and deliver a successful onboarding and induction programme for your organisation
- Understand how to actively manage someone during probation and why you should not wait until it ends
- Learn the role the manager plays in the whole process of selection, recruitment and onboarding

Delivery  
In person

Duration  
1 day

## 4

### Managing Difficult Conversations and Conflict

#### Module Overview

Conflict can arise for a number of reasons but the knock on effect can result in a breakdown in communication, anxiety, and emotional stress, not to mention the detrimental impact it can have on your organisations culture and individual or team performance.

Managers need to be able to plan and hold difficult conversations with members of their teams and their own managers to enable the most positive outcomes possible.

Through this module, we teach you the basic skills and behaviours needed to prepare, evaluate and enter a conversation with the intention of finding a resolution. You will feel more confident in managing conflict and approaching those often-avoided difficult conversations.

#### Learning Outcomes

- Understand why conflict arises and how to respond to conflict situations
- Identify the best way to raise issues and work through a conflict management and mapping process to identify strategies for resolving conflict
- Understand how to prepare for a conversation utilising the "emotional vs cognitive response"
- Understand the essential communication skills that underpin conflict management, focussing on the outcome, the solution and repairing the damage

Delivery  
In person

Duration  
1 day

---

Speak to us about your goals and we can help you find the course or module to suit your needs.

[www.thebusinesslearningacademy.com](http://www.thebusinesslearningacademy.com)



---

## 5

## Managing Performance

### Module Overview

Managing performance within a team is a critical part of the role of a manager. **Managing exceptional performance is as important as managing poor performance.**

This module outlines all of the tools and skills required for managing performance, including coaching for performance, providing constructive feedback and the different approaches that can be used when aligning individual goals with business goals.

### Learning Outcomes

- Understand how to assess and manage different levels of performance
- Understand the performance spectrum and the ongoing process
- Understand the benefits of both formal and informal performance management
- Understand how to identify and define individual goals and how to align them with business priorities
- How to communicate clear and relevant expectations, goals and objectives
- How to receive and deliver feedback to support improvement
- Understand the different methods available to support performance and development reviews

Delivery  
In person

Duration  
1 day

## 6

## Managing Absence, Health and Wellbeing

### Module Overview

There can be significant complexity in managing all the different types of absence. This module defines the different types of employee absence and teaches up to date best practise for dealing with them confidently to achieve best outcomes.

With 1 in 6 absences from the workplace due to mental ill health, this module also educates the delegates on mental health and provides practical training for managing it. You can expect to learn how both short and long-term absences can be managed proactively to promote employee health and wellbeing, support business performance and reduce financial impacts.

### Learning Outcomes

- Understand the different types of absence and the approaches that can be used to manage them, including the metrics, data and record keeping required
- How to identify the impact of absence and assessing the cost to the business
- How to identify unacceptable patterns of absence
- How to conduct an effective return to work meetings
- Understand how to keep in touch
- How to request and achieve focused medical reports
- How to manage absence and disability, including protected characteristics
- Understand how to use a case management approach to prevent the drift into long term absence
- Understand how to manage cases of work related stress or a catastrophic injury, illness or significant bereavement
- How to promote employee health and wellbeing
- How to manage mental ill health including warning signs and reasonable adjustments
- How to develop strategies for preventing and reducing absence

Delivery: In person

Duration: 1 day

---

**01527 306760**

**info@thebusinesslearningacademy.com**

---

## 7

## Leading and Managing High Performing Teams

### Module Overview

Leaders of today need to be able to steer teams to achieve and exceed business goals in a rapidly changing environment.

The final module of the programme brings together all of the components, knowledge and skills discussed in previous modules to provide an effective framework for aligning people, organisational culture and your strategy.

If you can develop leaders and teams to achieve consistently high results, you will have the ultimate competitive advantage. The aim of this module is to consolidate all learning and create specific action plans to realise your short, medium and long term goals that delegates will apply in their current roles.

### Learning Outcomes

- Understand the characteristics and behaviours of high performance
- Understand how to cultivate the right conditions for high performance
- Understand the role and purpose of teams, team dynamics and organisational culture compared to "my" team climate
- Identify the tools required to create stronger alignment, engagement and accountability
- Understand the pros and cons of different leadership styles and which communication methods to apply to motivate

Delivery

In person

Duration

1 day

**Begin your journey with the Business Learning Academy today.**

Speak to us about your goals and we can help you find the course or module to suit your needs.

**Contact us on:**

**[info@thebusinesslearningacademy.com](mailto:info@thebusinesslearningacademy.com)**

---

Speak to us about your goals and we can help you find the course or module to suit your needs.

**[www.thebusinesslearningacademy.com](http://www.thebusinesslearningacademy.com)**

# Begin your journey with the Business Learning Academy today.

**“ I found the MPF programme really valuable. I use something that I learnt on a daily basis in managing and leading my team. ”**



**“ The change in Abi over the six months of the programme was really impressive. We now completely trust Abi to run the business with little or no input from us; she handles anything that comes her way brilliantly using the knowledge and practical skills that she learnt on the programme. ”**



## 'Accidental Managers' without proper leadership training contributing to almost one in three workers walking out, research finds

The new survey of more than 4,500 workers and managers was conducted by the Chartered Management Institute and YouGov, found that **82%** of those who enter management positions have not had any proper training. These are known as **'Accidental Managers'**.



Via [peoplemanagement.co.uk](http://peoplemanagement.co.uk)  
Scan the QR Code to read the article.

---

## Achieve more with The BLA

At The BLA we believe that business success is linked to the skills, knowledge and experience that are held by their people. Developing a workforce and providing access to relevant learning is what we do.

We work with all types of businesses across a range of sectors to provide training, qualifications and workplace development packages, including:

- Commercial short courses via our online virtual learning environment
- Bespoke training to support upskilling
- Refresher training and short courses through to accredited Leadership and Management qualifications

Businesses that invest in training their people achieve more productivity, improved motivation, and retain their best talent - all helping to increase business performance.

Speak to us about your goals and we will find the solution for your business.

**danton**  
human resources

**Business  
Learning  
Academy**

Part of the Danton Group

---

Speak to us about your goals  
and we will find the solution  
for your business.

**01527 306760**  
[info@thebusinesslearningacademy.com](mailto:info@thebusinesslearningacademy.com)