

YOUR GUIDE TO IDS IN-COMPANY TRAINING

FLEXIBLE LEARNING



IDS IN-COMPANY TRAINING WILL PROVIDE YOU WITH:

- Total control over course subject, content and style
- Complete flexibility on when and where courses take place
- Personalised training tailored to the practice areas, learning preferences and experience levels of your staff
- Expert trainers with in-depth knowledge of your chosen subject area
- Cost-effective training for a fraction of the price of group bookings on a public course

IDS In-Company Training

Training Your Way

Employment Law

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Reward

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What our customers say

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IDS IN-COMPANY TRAINING

IDS In-Company Training provides you with a personalised, customised approach to staff training.

We will take the time to understand your organisational needs and objectives, and provide you with training tailor-made for your staff.

Our comprehensive training courses will assist your organisation in:

- Enhancing staff performance and career development opportunities
- Achieving best practice
- Attracting and retaining valuable staff
- Ensuring that staff understand and are compliant with their legal responsibilities and obligations

WHAT CAN IDS IN-COMPANY TRAINING DO FOR YOU?

- **Customised** – training is focused around your precise organisational requirements to ensure you achieve the results you desire. You gain from a personalised approach which is completely confidential, providing your employees with the freedom to ask questions that they may not be comfortable raising at a public course
- **Convenient** – you decide when and where the course takes place
- **Versatile** – training is tailored to the practice areas, learning preferences and experience levels of your staff
- **Relevant** – you will have total control over course subject, content and style
- **Reliable** – you benefit from training that draws upon a pool of experienced trainers with considerable expertise in the chosen subject area. Trainers are familiar with responding to the individual requirements of customers
- **Cost-Effective** – you will be provided with made-to-measure training for a fraction of the price of group bookings on a public course

A BESPOKE SERVICE – YOU DECIDE

All programme outlines listed in this brochure can be adapted in order to provide you with the exact training you need. We will also be happy to discuss the incorporation of any other human resources, employment law, diversity or reward-related topics that may be relevant to the requirements of your business.

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EMPLOYMENT LAW

POSSIBLE COURSE OUTLINES INCLUDE:

DATA PROTECTION

- Key concepts
- Employee rights
- Data protection in recruitment
- Handling employee records
- Sickness and absence records
- Privacy and monitoring

DISCRIMINATION AND THE LAW

- Discrimination in the UK
- Direct discrimination
- Indirect discrimination
- Victimisation
- Harassment
- Pregnancy, maternity and family issues
- Equal pay
- Exceptions and positive action

DISMISSAL AND THE LAW

- What is dismissal?
- Wrongful dismissal
- Unfair dismissal
- Procedural requirements
- Misconduct dismissals
- Absence dismissals
- Capability dismissals
- Stress and dismissal

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EMPLOYMENT LAW FOR LINE MANAGERS

- Pre-employment issues
- Improving performance and conduct
- Being 'family friendly'
- Managing attendance
- Maximising a diverse workforce
- Parting company
- And the rest! Trade unions, working hours, grievances, confidentiality, behaviour outside work, records and documentation and the costs if any of it goes wrong

FUNDAMENTALS OF EMPLOYMENT LAW (3 DAYS)

- Contracts of employment
- Dismissal
- Disciplinary procedures
- Conduct and discipline
- Sickness and absence
- Performance and unfair dismissal
- Grievances
- Redundancy
- Transfer of Undertakings
- Working time directive
- Family-friendly rights
- Individual rights
- Tribunals
- The Equality Act 2010
- Direct discrimination
- Indirect discrimination
- Disability discrimination
- Harassment
- Equal pay

GOING TO TRIBUNAL: WHAT TO EXPECT, WHAT TO DO

- The tribunal system
- Preparing for tribunal
- Legal issues
- The day of the tribunal
- How the hearing works
- Presenting evidence
- Asking questions
- Being a witness
- Compensation
- We can also provide role-playing, recreating a mock tribunal, as part of your training course

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INFORMATION AND CONSULTATION

- The legal background
- Setting up a system of consultation
- Dealing with trade unions
- Running an employee forum
- Consulting a forum
- Action planning

LEGAL ASPECTS OF TRADE UNIONS AND CONSULTATION IN THE WORKPLACE

- The legal framework - history, internal rules, statutory recognition, collective agreements and industrial action
- Industrial action
- The environment – membership trends, industrial relations, employee relations
- The law on consultation – redundancies, works councils, pensions and Working Time Directive
- Recent developments

TUPE: THE BASICS

- When does TUPE apply?
- Impact of a transfer
- Transfer-related dismissals
- Consultation rights
- Handling the transfer process

TUPE: IN DEPTH

- Identifying TUPE situations
- Who transfers under TUPE?
- What gets transferred?
- Key issues in a TUPE transaction
- Dismissals connected with a transfer
- Changing terms and conditions post transfer
- Collective issues

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EMPLOYMENT LAW MASTERCLASSES

ABSENCE AND SICKNESS MANAGEMENT

- Dealing with long-term sickness absence
- Persistent short-term absence
- Sickness and absence during disciplinary procedures
- Dealing with stress-related absence
- The impact of the Disability Discrimination Act
- Medical records and the data protection implications
- Dismissal procedures
- Sick pay
- Private medical insurance
- Policies to control absence

CONTRACTS OF EMPLOYMENT

- When a contract is formed
- Crucial recruitment issues
- The status of agency workers, particularly in light of important new case law
- How terms and conditions can be incorporated from other sources
- How an employer can vary a contract of employment
- What an employee's options are when faced with a breach of contract
- Using contract law to try to claim unfair dismissal

REORGANISATION AND REDUNDANCY

- What flexibility do employers have to change the jobs of their employees?
- Introducing new terms and conditions of employment
- Defining a 'redundancy situation'
- Constructing a redundancy timeline
- Who needs to be consulted?
- When does the law require consultation with employee representatives and individual employees?
- Criteria used in a redundancy selection exercise and how those criteria are measured
- When are employees entitled to access the assessments made by the employer?
- Calculating redundancy payments and the effect of ex-gratia termination payments

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HUMAN RESOURCES

POSSIBLE COURSE OUTLINES INCLUDE:

APPRAISALS – DESIGNING THE BEST SYSTEM FOR YOUR ORGANISATION

- Structuring an appraisal scheme
- Building and maintaining commitment
- Legal considerations
- Training
- Scheduling
- Appraisal methods

BECOMING AN HR BUSINESS PARTNER

- What is business partnering?
- What makes a good business partner?
- The work of the business partner
- How to develop the HR strategic partner

BOOSTING EMPLOYEE PERFORMANCE

- Basing the competency framework on the right foundations
- Linking competencies to strategic and business planning
- Ensuring stakeholder buy-in
- Making competencies relevant and fair
- Competencies: comprehensive or comprehensible?
- Preparing clear competency statements
- Devising discrete performance indicators
- Performance level boundaries that really differentiate
- Maximising the impact of competencies in performance reviews
- Making links between competencies and reward
- Role of competencies in personal development planning
- Optimising competency-based recruitment and selection processes
- Reviewing the success of competencies
- Review feedback tools that provide candid responses
- Determining the organisation's competency needs for the future

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BREAKING BAD NEWS

- Getting to grips with the daunting challenge that a redundancy situation can present
- Using the skills of active listening, empathy and assertiveness
- Identifying the main principles of giving difficult and constructive feedback
- Handling a range of emotions including anger, distress and attempts to de-rail the process
- Plus: practice working on a 'real life' scenario when giving difficult feedback

DEVELOPING HR LEADERSHIP

- Assessing organisations' needs and clarifying strategic priorities
- A business case for strategic HR leadership
- Identifying opportunities for adding value
- Competency development in HR

DIFFICULT AND SENSITIVE ISSUES IN THE WORKPLACE

- "Family-friendly" issues – dealing with employees on maternity leave and the right to request flexible working
- Dealing with sickness absence
- Workplace stress
- Dealing with poor performance
- Discrimination in the workplace – potential liabilities and how to defend claims
- Disciplinary and grievance procedures – managing the procedures and getting them right
- Misconduct outside work
- Drugs and alcohol

DISCIPLINE AND GRIEVANCE HEARINGS

- Legal background
- Establishing rules and procedures
- Investigating issues
- Conducting a hearing
- Deciding appropriate action
- Communicating the decision-making progress
- The appeals procedure

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DISCIPLINE AND GRIEVANCE INVESTIGATIONS

- How the investigation fits into the disciplinary and grievance process
- A fair and reasonable investigation
- How to prepare for the investigation
- Using questioning and listening skills
- Taking effective notes
- Carrying out the investigation

THE EMERGING CORPORATE RESPONSIBILITY (CR) AGENDA

- Managing reputational risk – what happens when it all goes wrong?
- The scope of new directors' duties to consider impacts on employees
- How investors and the City assess a company's HR performance as a commercial issue
- Codes of labour conduct within supply chains and the role of HR
- Working with stakeholders outside the business to promote positive change
- How employee issues can be reported as part of the new business review obligations
- Aligning reporting with business strategy and developing reporting metrics
- Whether a CR approach can help tackle difficult workplace issues e.g. discrimination

FLEXIBLE BENEFITS

- Flexible benefits – what they are and which are most popular
- Why organisations introduce flexible benefits
- Establishing and developing a flexible benefits scheme
- Reviewing effectiveness

FLEXIBLE WORKING

- Legal obligations relating to flexible working
- Types of flexible working
- Considerations when introducing flexible working
- Putting policies into place

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INVESTIGATING DISCRIMINATION, HARASSMENT AND BULLYING COMPLAINTS (2 DAYS)

- Routes for formal complaints
- Grievance, discrimination, harassment and bullying update
- The law and lessons from tribunal for investigators
- The role and responsibilities of the investigator
- The challenges of investigations – practical scenarios and solutions
- Investigation stages – preparation, interviewing, interview notes...
- Skills practice
- Preparing statements
- Writing the investigation report
- Consolidating and retaining investigator skills

MEDIATION FOR HR PROFESSIONALS

- How mediation fits into the dispute process
- When to use and when to avoid mediation
- How to conduct a mediation as a party
- Why there's a need for a balance between strength and aggression
- How to prepare for mediation
- Do's and don't's of mediation
- The top 5 secrets of the mediator
- A mediation game plan you can use over and over again

MANAGING ORGANISATIONAL CHANGE PROJECTS

- Why change is a constant
- Identifying the issues and clarifying expectations
- How people react to change
- Action planning

MANAGING REMOTE WORKERS

- What is remote working?
- Starting well
- Developing remote workers
- Managing remote workers
- Risks associated with remote working
- Technology as an enabler
- Action planning

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RECRUITMENT: GETTING IT RIGHT

- Legal background
- Obtaining candidates
- Documentation
- Preparing for the interview
- Forms of testing
- The recruitment interview
- Making a decision
- Final stages

WORK-RELATED STRESS

- The legal background: possible action by employees
- Minimising workplace stress
- Devising an effective stress policy: what are the key elements?

WORKING WITH TRADE UNIONS

- How trade unions operate
- Negotiations and consultation
- Pay bargaining
- Rights of trade union representatives
- Rights of individual trade union members
- Recent developments in the UK trade union movement

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HUMAN RESOURCES MASTERCLASSES

MASTERCLASS FOR THOSE NEW TO HR

- Recruitment and selection
- Engagement procedure
- Record keeping
- Performance management
- Dealing with absence
- Reward
- Dismissal and other forms of termination

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DIVERSITY

POSSIBLE COURSE OUTLINES INCLUDE:

EQUAL PAY AUDITS

- The legal context
- Designing the audit process
- Establishing equal work
- Identifying pay gaps
- Identifying the causes and considering justifications
- Developing an action plan
- Legal developments

EQUALITY AND DIVERSITY

- Key drivers for equality and diversity – making the business case
- Social and demographic trends and the opportunities and challenges they present
- Recent and forthcoming equality legislation
- Recruitment and selection
- Managing absence
- Performance management and bullying
- Flexible working
- Positive action
- Reasonable adjustments
- Clinic on 'hot issues' for participants
- Using positive language and terminology
- Key race and inter-cultural issues and their implications
- Recent changes and future developments
- Other sources of support

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FAIR SELECTION AND RECRUITMENT FOR DIVERSITY

- Equality law review – main principles and case studies to identify relevant equality issues, good practice and the importance of 'getting it right'
- Recruitment and selection – the benefits of taking a systematic approach and the pitfalls to avoid
- Developing good practice – job descriptions, person specifications and selection criteria to promote diversity
- Advertising and attracting applicants – marketing a vacancy and promoting equal opportunity and diversity
- Shortlisting – practical work
- Questions at interview – good practice in preparation, interview and decision-making

MANAGING DIVERSITY

- Defining diversity
- The legislative background
- Managing diversity and promoting equal opportunities
- Making the business case for diversity
- Identifying issues
- How to build diversity

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REWARD

POSSIBLE COURSE OUTLINES INCLUDE:

DEVELOPING A REWARD STRATEGY

- The business strategy – drivers for HR and reward strategy
- Motivation and engagement theory and research
- Defining the organisation's values and reward philosophy
- Components of pay and their relative merits
- Links with non-financial reward
- Options and their implications for different types of organisations
- Key legal considerations
- Designing the reward strategy
- Selling reward

PAY BENCHMARKING

- Why undertake a pay benchmarking exercise?
- How to compare to the external market
- Who to compare with
- Sources, surveys and statistics
- Findings and analysis
- Bespoke surveys

TOTAL REWARD WORKSHOP

- Attraction, retention, performance and pay
- Determining your organisation's values and considering your reward options
- Benefits
- Communication of the total reward strategy
- The total reward strategy in future and staying ahead

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MANAGEMENT AND STAFF TRAINING

POSSIBLE COURSE OUTLINES INCLUDE:

- Appraisal skills
- Assertiveness skills
- Attendance and discipline
- Coaching skills
- Communication skills
- Effective meetings
- Facilitated team events
- Facilitation skills
- Harassment and mediation
- Influencing skills
- Innovation and creative thinking
- Interview skills
- Managing change effectively
- Managing performance
- Mentoring skills
- Minute taking
- Negotiation skills
- Presentation skills
- Putting the customer first
- Recruitment skills for managers
- Report writing
- Technical writing
- Time management

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WHAT DO OUR CUSTOMERS SAY

“A very practical application of the DPA without getting bogged down in legal jargon. Provided good examples throughout the day at a good pace.”

**Iona MacDonald, Employment Policy
Manager Whitbread Plc**

“Excellent. Just right for such a complex and challenging subject. Informative, professional and a sense of humour – most welcome!”

**Peter Hall, Volunteer Services
Coordinator Havens Hospices**

“The trainer was very knowledgeable and had a good delivery style, explaining sometimes complex issues clearly. The day was well-structured with good opportunities for delegate participation.”

**Nigel Forster, Head of Employment
Support Metropolitan Police**

“An extremely useful training session. It was easy to book, the programme was lively, and the material was informative.”

**Anna Pritchard, Personnel Consultant
Kent County Council**

“The best down to earth and practical course I have been on for a long time.”

**Liz Lovelock, HR Business Partner
Inspace Plc**

“Very clear, thorough and easy to understand”

**Laura Sewell, Management Support
Executive KLM Ground Services**

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