

# Learning & Development Brochure

Welcome to the PACT HR Learning and Development offer. This programme has been planned to meet the needs of our clients and will continue to evolve as a result of the feedback we receive.

The variety of topics detailed here are offered on pre-planned dates through-out the year, however there is always the option of in-house delivery bespoke to your specific needs.

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## Our Trainer

### **Simon...**

Simon is the Training Consultant for PACT HR Learning & Development, and has over 14 years in the training and professional development arena in both the public and private sector. He has designed, developed, and delivered a varied portfolio of learning and development interventions that have supported the organisations he has worked for in achieving their vision, mission and goals.

Simon's passion for learning and development is very much evident to those who attend his sessions. His delivery style is straight-forward and personable; engaging with delegates to ensure they get the most from the course. He is a member of the Chartered Institute of Personnel and Development (CIPD) and Chartered Management Institute (CMI) and uses these valuable resources amongst others, to ensure that his content is relevant and up to date.





## LEADING AND MANAGING CHANGE

Change is now a constant theme within many organisations. Resistance, anger, frustration, and emotional reactions are just some of the outcomes that managers have to deal with when we go through individual and organisational change processes.

However, more often than not the change is for the greater good of the organisation and the working environment.

### The session will cover:

- Why organisations need to change
- Change Management Principles, Models & Frameworks
- The importance of communication throughout the change process
- Understanding & managing communication throughout the process

For future course dates click [here](#)



## COACHING IN THE WORKPLACE

Research has shown that employees equipped with coaching skills are key to unlocking potential and increasing productivity across the workforce. Good coaching conversations with your manager, staff or colleagues can lead to increased motivation, increased confidence, better communication and stronger interpersonal skills. Coaches within the workforce help to develop an attitude that is focused on solutions and continual improvement, rather than problems and avoidance.

### The session will cover:

- The benefits of coaching in the workplace
- Demonstrate the importance of listening, questioning and feedback skills
- Describe the principles of how adults learn and how to apply them when coaching
- Demonstrate the skills and attributes required of a coach
- Demonstrate confidence when having coaching conversations in the workplace

For future course dates click [here](#)



## MANAGING SICKNESS ABSENCE

Failing to manage absenteeism and sickness at work costs money and time and can potentially decrease workplace motivation and productivity. The Managing Sickness Absence Course is designed to help you manage sickness absenteeism confidently.

We will focus on how to proactively manage absence and the wellbeing of the workforce. The course will cover the benefits of recording, monitoring and reporting on absence levels and statistics. Finally there will be an opportunity to role-play conducting a return to work interview in a relaxed learning environment.

### The session will cover:

- The cost & causes of absence
- Legal issues and policies
- Identifying the problem – analysing the organisations' data
- Fairness – equality and equity
- Medical advice and “Fit Notes”
- Preparing for and conducting return to work interviews

For future course dates click [here](#)



## PERSONAL RESILIENCE

Our natural resilience is a combination of personal characteristics and learned skills. Our thought process, how we interpret and react to a situation can vary depending on the individual and circumstances. PACT HR's Training on Building Personal Resilience looks at what resilience is and what we can do to build and maintain it both inside and outside the workplace.

### The session will cover:

- What personal resilience means
- Identify ways in which to bounce back
- Characteristics of resilient people
- Components that build resilience

For future course dates click [here](#)



## MANAGING STRESS & WELLBEING

We are all able to cope with certain amounts of stress, but stress thresholds differ from person to person. PACT HR's Managing Stress & Wellbeing Training has been designed to help you understand what stress is and to develop appropriate coping strategies that can positively assist you with managing your own stress levels and the physical and mental health of those that you manage.

### The session will cover:

- Recognising the signs & symptoms of stress
- What contributes to stress
- What the research says
- Developing appropriate coping strategies

For future course dates click [here](#)



## HAVING DIFFICULT CONVERSATIONS

Having a difficult conversation can be challenging, emotive and uncomfortable depending on the subject matter, but necessary when working in a management role. The longer we leave and put off dealing with them the harder they are to deal with and move on. PACT HR's training on Having Difficult Conversations looks at the practical steps we can take to master these one to one interactions.

### The session will cover:

- The types of difficult conversations we have
- Approaches we take to avoid them
- The benefits of having them
- What the research says

For future course dates click [here](#)



## SAFER RECRUITMENT

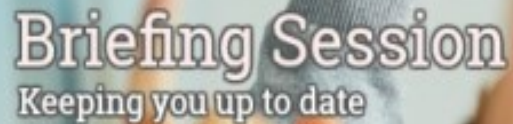
Recruiting staff can be a time-consuming & complex process. PACT HR' course, will be delivered by HR experts, who will teach you how to protect children & young people by applying a planned & structured approach to recruitment.

### The session will cover:

- Your statutory obligations
- Key benefits of a Safer Recruitment process
- Crucial elements of a Safer Recruitment Process
- On going culture of vigilance

*Delegates will receive a Certificate of Attendance following the session.*

For future course dates click [here](#)



## Briefing Session

### Keeping you up to date

As an employer it is important to keep yourself up to date on the latest legislative and legal changes and developments which affect your workforce.

PACT HR Briefing sessions are free to attend and advertised on a regular basis. They take place at a variety of venues so we hope that there is one to suit your needs. The sessions will be presented by a mixture of PACT HR team members with guest speakers invited as and when appropriate.

**We hope to see you at a session soon!**



## EFFECTIVE COMMUNICATION SKILLS

Effective communication is possibly one of the most important skills we can learn. These skills are fundamental to our success in most aspects of our lives and many roles require strong communication skills, especially those responsible for leading and managing others.

Communication is a two-way process; improving how we communicate involves reflecting on how we send and receive messages. People with good communication skills enjoy better interpersonal relationships with work colleagues, friends, and family.

### The session will cover:

- What do we mean by effective communication
- How we can overcome communication barriers
- Listening & questioning skills
- Understanding our body language

For future course dates click [here](#)

# Calendar of Events

## Bespoke Training

### Can't see what you are looking for?

PACT HR can create bespoke training sessions and deliver on-site training at a time and location to suit you.

We fully understand each organisation is different and has unique requirements. You can pick and choose from our wide variety of training topics or alternatively, we can work with you to create a bespoke training package tailored to the needs of your team.

For those within education, why not involve us in the planning of your Inset Day programme?

When it comes to bespoke training the possibilities are endless. We will spend quality time with you developing the right event to up-skill your workforce from within, improve performance, invest in your staff whilst making the most of often tight training budgets. If you wish to discuss bespoke training in more detail just call or email a member of the team.

May	June	July	September
<b>Having Difficult Conversations:</b> Wednesday 8th May 9.30 am to 12.30 pm	<b>Managing Change:</b> Tuesday 4th June 12.30 pm to 3.30 pm	<b>Stress and Wellbeing:</b> Thursday 4th July 12.30 pm to 3.30 pm	<b>Managing Change:</b> Wednesday 18th Sept 9.30am to 12.30pm
<b>Stress and Wellbeing:</b> Tuesday 14th May 12.30 pm to 3.30 pm	<b>Managing Absence:</b> Wednesday 19th June 1.30 pm to 4.pm	<b>Coaching in the Workplace:</b> Wednesday 3rd July 9.30 am to 4 pm  <b>Venue; Shipley College, Saltaire</b>	<b>Having Difficult Conversations:</b> Friday 20th Sept 9.30 am to 12.30 pm
<b>Coaching in the Workplace:</b> Friday 17th May 9.30 am to 4 pm	<b>Resilience:</b> Thursday 20th June 9.30am to 12.30pm	<b>Effective Communication Skills:</b> Wednesday 10th July 12.30 pm to 3.30 pm	<b>Resilience:</b> Tuesday 24th Sept 9.30 am to 12.30 pm
<b>Safer Recruitment:</b> Thursday 23rd May 12.30 pm to 4 pm			<b>Safer Recruitment:</b> Friday 27th Sept 9.30 am to 12.30 pm

October	November	December	January	February	March
<b>PACT HR Briefing Session:</b> Tuesday 1st Oct 12.30 pm to 3.30 pm <b>And</b> Wednesday 2nd Oct 9.30am to 12.30pm  <b>Coaching in the Workplace:</b> Thursday 3rd Oct 9.30 am to 4 pm  <b>Stress and Wellbeing:</b> Monday 7th Oct 12.30 pm to 3.30 pm  <b>Effective Communication Skills:</b> Tuesday 15th Oct 9.30am to 12.30pm  <b>Having Difficult Conversations:</b> Thursday 24th Oct 9.30 am to 12.30 pm	<b>Managing Change:</b> Wednesday 6th Nov 9.30am to 12.30pm  <b>Coaching in the Workplace:</b> Monday 11th Nov 9.30 am to 4 pm  <b>Safer Recruitment:</b> Thursday 14th Nov 12.30 pm to 3.30 pm	<b>Resilience:</b> Monday 2nd Dec 9.30am to 12.30pm  <b>Having Difficult Conversations:</b> Wednesday 4th Dec 9.30 am to 12.30 pm  <b>PACT HR Briefing Session:</b> Tuesday 10th Dec 12.30 pm to 3.30 pm <b>And</b> Wednesday 11th Dec 9.30am to 12.30pm  <b>Effective Communication Skills:</b> Thursday 19th Dec 12.30 pm to 3.30 pm	<b>Coaching in the Workplace:</b> Thursday 16th Jan 9.30 am to 4 pm  <b>Managing Change:</b> Tuesday 21st Jan 12.30 pm to 3.30 pm  <b>Stress and Wellbeing:</b> Thursday 23rd Jan 12.30 pm to 3.30 pm	<b>PACT HR Briefing Session:</b> Tuesday 11th Feb 9.30am to 12.30pm <b>And</b> Wednesday 12th Feb 12.30 pm to 3.30 pm  <b>Resilience:</b> Wednesday 12th Feb 9.30am to 12.30pm  <b>Having Difficult Conversations:</b> Thursday 13th Feb 12.30 pm to 4 pm	<b>Effective Communication Skills:</b> Wednesday 26th Feb 12.30 pm to 3.30 pm  <b>Safer Recruitment:</b> Tuesday 4th Feb 9.30am to 12.30pm  <b>Managing Change:</b> Friday 6th March 12.30 pm to 3.30 pm  <b>Stress and Wellbeing:</b> Wednesday 11th March 9.30am to 12.30pm  <b>Coaching in the Workplace:</b> Wednesday 25th March 9.30 am to 4 pm





## How to Book

If you wish to discuss a course in more detail or wish to book a place on one of our planned sessions just call or email a member of the team at [pact-hr@bradford.gov.uk](mailto:pact-hr@bradford.gov.uk) or 01274 436644. You can also find further information on our [Twitter](#) and [Facebook](#) pages.

## We value your opinion!

We ask for feedback as a matter of course by email following attendance at one of our sessions.

The sessions we offer are based on the needs of our customers, changes in legislation and hot topics. We really value your input with regards the content going forward so please get in touch if there is a subject, topic or specific speaker you would recommend including in future.

## Cancellations

If you need to cancel, please do this as soon as possible by contacting the organiser so that your place on the session can be released to someone else. Please be aware that where course fees are applied, cancellation charges will be processed for all non-attendance as detailed in the table below:

length of notice for cancellation	Charges applied
Over 5 days notice	No charge
Less than 5 days notice	50% charge
Non attendance	Full cost charged

You must notify us if you wish to cancel a course place. You can do this via email to [pact-hr@bradford.gov.uk](mailto:pact-hr@bradford.gov.uk) or by telephone to 01274 436644. Cancellation notice will be accepted from the date that it is received.

## Latecomers

If a delegate arrives late for a course or is absent from part of a session, we reserve the right to refuse access to the training session if we feel they will gain insufficient knowledge or skills in the time remaining. In all such cases, the full course fee remains payable.

## Adverse weather conditions

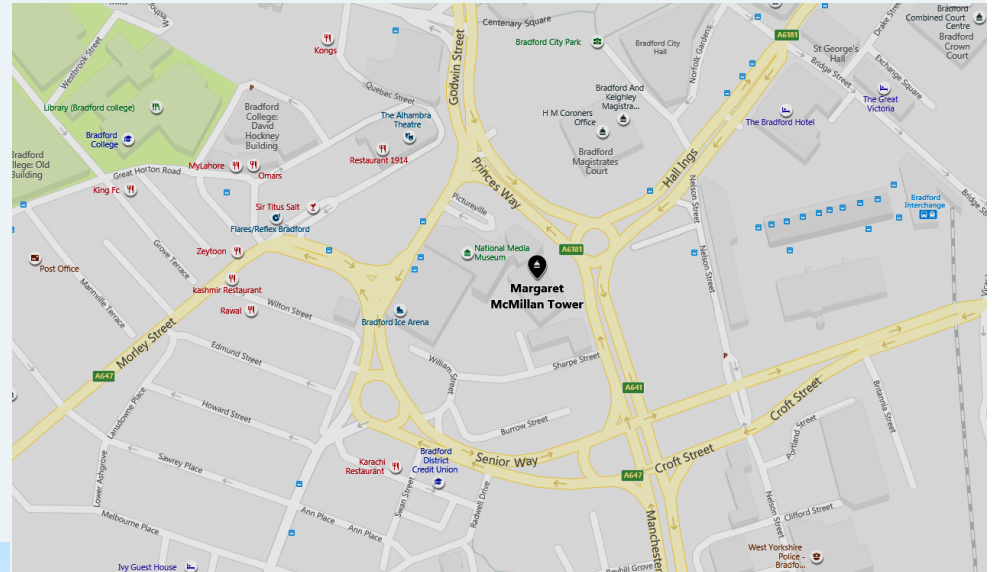
During adverse weather conditions we know it can sometimes be difficult for trainers and participants to get to training courses. If the weather forecast indicates that trainers or participants will have difficulty either getting to the venue or getting home again, we will make a decision whether to cancel the course or amend start/finish times. Should the course be cancelled by us we will reschedule the course or issue a refund.

# Training Locations

The location of your chosen workshop will always be confirmed to you in your booking confirmation however, you can check this prior to booking by contacting a member of the team at [pact-hr@bradford.gov.uk](mailto:pact-hr@bradford.gov.uk) or 01274 436644.

The vast majority of our sessions take place at **Margaret McMillan Tower** in the heart of Bradford. The venue offers easy access by all methods of transport and is a comfortable and relaxed space in which to learn.

If you have any specific access needs please just let us know and we will do our best to accommodate your needs.



## Location

Margaret McMillan Tower (MMT)

Prince's Way

Bradford

BD1 1NN

