



Learning and Development

Workshops, Training & Events



PACT HR
Your HR Partner

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Techniques to Build Resilience

Overview

The measure of our resilience is how well we cope with setbacks, overcome difficulties and handle pressure. Resilient people exude positivity and we might think that this is just their natural outlook which differs from our own.

The truth is a person's natural resilience is a combination of their character and learned skills. This session will present you with tips and techniques to allow you to learn, adopt and practice resilient behaviours to use now and in the future, inside and outside the workplace.

As a manager/leader it is especially important to build your resilience to cope with challenges, adversities and adapt to changes. Others rely on you for your support and guidance and; to use the airplane analogy; you must put your own oxygen mask on before helping others.

Format

- Half day, face to face session.
- Learning takes place through a mix of presentation, group activities and individual activities.
- Prior to attending the session you will be asked to complete a short questionnaire.

Course Structure

- What is personal resilience
- Interpreting your resilience questionnaire results
Setting actions
- The characteristics of resilient people
- Tips and techniques

Suggested Audience

The session is open to anyone looking at improving their ability to bounce back from the stresses and pressures we regularly experience.

The workshop is run in a safe and open environment where we explore the areas that can impact on your resilience as well as how we can build and maintain our own resilience levels. We will identify some of the things that can reduce those levels and look at the positive steps you can take before it has a negative impact on your physical and mental wellbeing.

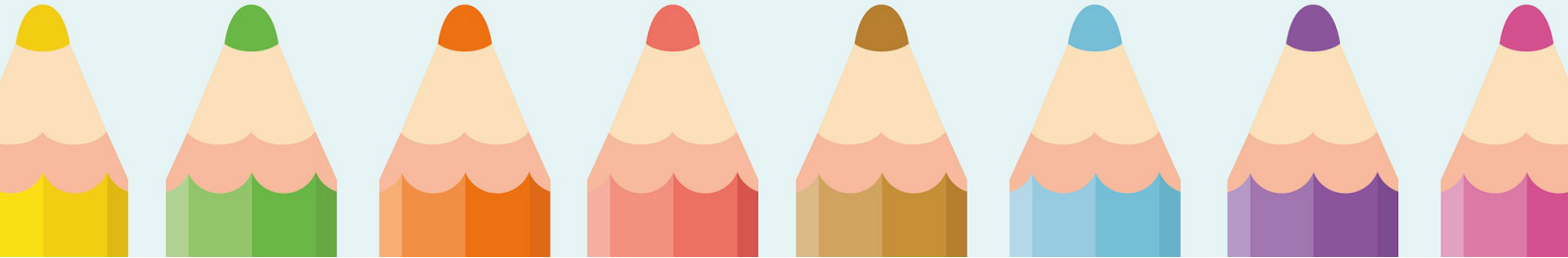
To book this course...

Tel: 01274 436644

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PUPIL RESILIENCE BOOSTER



Ofsted place an increasing focus on the personal development of learners. In practice this means that school leaders need to demonstrate how they support a learners' wider personal development, character and resilience.

Building on our highly successful resilience workshops aimed at adults, PACT HR has developed a short, engaging and bite-sized resilience session suitable for pupils and students. The session offers ideas, tips, and self-help strategies to aid them in better managing the pressures of;

- Examinations & SAT's
- Transition
- Periods of change

The duration of the sessions depend on your needs and factors such as the group size and age of the pupils. Typically sessions run for between 45 - 60 minutes.

"The Pupil Resilience Booster training was very well-planned and well thought out. Simon really managed to get the message across to the children that SATs is not all there is. The children now take on board what I have been saying to them all year and I think that is down to somebody new relaying this information to them."

Year 6 Teacher, Killinghall Primary School





Become a Mental Health First Aider

Adult Mental Health First Aid Training

Mental Health First Aid (MHFA) is an internationally recognised training course developed by MHFA England. The MHFA England training programme is accredited by the Royal Society for Public Health.

The course teaches people how to spot the signs and symptoms of mental ill health, gain the confidence to act promptly and the skills to guide someone towards the right help. In the same way as we learn physical first aid, online mental health first aid teaches you how to recognise those crucial warning signs and react, even in a crisis and potentially stop a crisis from happening.

PACT HR's Mental Health First Aid course is delivered by Mental Health First Aid Instructor Member Simon Brannan.

The online course delivers the same learning outcomes of the face-to-face Adult MHFA Two Day course in an accessible and flexible online format. The course is structured around a blend of individual learning and four live sessions.

Participants will receive:

- A certificate of attendance confirming you are a Mental Health First Aider
- A detailed manual to refer to whenever you need it
- A quick reference card for the Mental Health First Aid action plan
- A workbook including a helpful toolkit to support your own mental health

By completing this course, Adult Online Mental Health First Aid (MHFA) participants will qualify as a Mental Health First Aider.

... I am in no doubt that every establishment should have at least one person training in MHFA and whole heartedly recommend attending a course with Simon and Debbie at the helm.

Lena Matthews
Personnel and Finance Manager - St Bede's and St Joseph's Catholic College

"I attended the course virtually due to the Covid19 restrictions at the time. Although it was remote learning I did feel a bond with my cohort and felt that remote learning didn't detract from the course experience. Simon and Debbie were extremely mindful of the content they were delivering and provision was in place to feel safe or to opt out if needed. They both delivered the course with confidence and detailed content and provided extra details with summary emails at the end of each session (and also provided links to further reading and information). I am in no doubt that every establishment should have at least one person training in MHFA and whole heartedly recommend attending a course with Simon and Debbie at the helm"

Lena Matthews

Personnel and Finance Manager - St Bede's and St Joseph's Catholic College

The Art of Delegation

Overview

Delegation can so often be seen as simply giving work down-the-line to others to reduce the pressures above. Whilst delegation is fundamentally about moving duties, tasks and responsibilities around the workforce, it should be so much more than a one way river.

You may have a negative opinion of delegation if you have previously felt like work was dumped on you with little thought, consideration or explanation. When delegation is done badly, working relationships, productivity and engagement can all be damaged as a consequence. But when done well, delegation is a powerful career development tool that can empower and motivate others, build trust in teams and get things done effectively and efficiently.

Format

- Half day, face to face session.
- Learning takes place through a mix of presentation, group activities and individual activities.

Course Structure

- What delegation is and why it can be difficult
- The benefits of using delegation and the link to motivation
- How and select the right colleague to delegate to
- The steps to delegating effectively
- How to demonstrate confidence when delegating in the workplace

Suggested Audience

The course would benefit anyone who has line management/supervisory responsibility who realise that there is only a limited amount of work you can do during the working day no matter how hard you work. It can also act as a refresher to gain a better understanding of how and when to delegate.



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Adopting a Coaching Approach in the Workplace

Overview

Research shows having employees that are equipped with the skills to coach others can be invaluable. These individuals help unlock potential in others and can increase productivity across the wider workforce.

Take appraisal meetings for example. Equipping line managers with the skills to have coaching-style conversations with their teams can not only increase their confidence and motivation, but will shift the ownership of this process onto the individual – which is where it should be!

Adopting a coaching approach is not just limited to formal processes in the workplace. As part of the workshop we will share the tried and tested principles of coaching and how they can be applied in many scenarios through-out your working day (and possibly with friends and family as well).

Format

- Full day, face to face session.
- Learning takes place through a mix of presentation, group activities and individual activities.
- Part of the days training will include a practice 1-2-1 coaching session with another delegate also attending the course (Don't panic!).

Course Structure

- The benefits of adopting a coaching-style in the workplace
- The importance of good listening, questioning and feedback skills
- The principles of how adults learn and how to apply them when coaching
- The skills and attributes required of a coach
- Practical session to build your confidence when having coaching conversations

Suggested Audience

The course would benefit anyone who has line management/supervisory responsibility as it will teach participants the skills required to have effective and supportive coaching conversations that have direction and purpose.

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Bias Awareness

Overview

You may have interviewed someone and before you've even met them you like them from the information you have read in their application form. Perhaps they grew up in the same area as you or went to the same school as you. You pick that person for the role. You feel you made the decision to appoint them fairly, right? The truth is we can be influenced by our instinctive feelings as much as by the rational processes we follow.

This thought-provoking session, will include activities that highlight biases and their impact, as well as enabling those who attend to begin to recognise their own biases, and look at how we can control them so they do not impact on our decision making.

Being able to understand and be aware of our biases can help us to challenge them, enabling us to reduce the risk of discrimination. Just because it's in the unconscious mind doesn't mean that it's ok, especially when it becomes conscious.

Format

- Half day, face to face session
- Learning takes place through a mix of presentation, group and individual activities

Course Structure

- What is unconscious bias
- The different types of bias
- Identifying our own biases and that of others
- Case studies where bias has crept in
- Taking action against bias

Suggested Audience

The course would benefit anyone who is involved in activities such as recruitment, promotion, appraisal, disciplinary and grievance matters.



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Conversations and Communications

Overview

Have you ever been left completely confused by a colleague? You asked them for some information and they have presented you with something completely different. You talked, they listened...right? So why haven't you got what you expected?

Effective communication is possibly one of the most important skills we can learn but because we do it every day we can presume we are good at it. These skills are fundamental to our success in most aspects of our lives and many roles require strong communication skills, especially those where we are responsible for leading and managing others.

Sometimes the conversations we need to have are difficult, and feel uncomfortable. By avoiding difficult conversations we trade short term discomfort for long term dysfunction. Most of the time it's better to have one difficult conversation than multiple conversations that avoid the truth & cause confusion.

Format

- Half day, face to face session.
- Learning takes place through a mix of presentation, group and individual activities.

Course Structure

- Listening & questioning skills
- Understanding body language
- How we can overcome communication barriers
- difficult conversations

Suggested Audience

The course would benefit anyone who has line management/supervisory responsibility as it will teach delegates the skills required to have effective and supportive conversations as well as increasing self-awareness on your own communication style and the impact this can have on others.

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Leading a Top Performing, Motivated and Engaged Team

Overview

There's no 'I' in Team, but there is 'me'...

Together **E**veryone **A**chieves **M**ore.

Finding one-self in charge of leading and managing a team can be quite daunting and stressful. Knowing what makes your team tick and how to keep them engaged and motivated is a key skill for leaders to develop.

It's rare that we work just in one team throughout our duties. Sometimes we need to break up into groups for a specific task or collaborate with a larger group to get the job done. The appropriate type of team and the way in which they function can vary depending on the task. Teams are complex machines and it's not surprising that on occasion they require some realignment, guidance or refocusing.

The session will look at the ways in which you can improve the way you lead & manage your team to get the most out of them. The course incorporates theory and practice around team management and leadership as well as everyday work situations that will allow participants to practically apply them.

Format

- Half day, face to face session
- Learning takes place through a mix of presentation, discussion, group activities and individual activities

Course Structure

- Leadership and management styles
- The elements of team development
- The principles of team dynamics and team formation
- Identify the different team roles and how to manage them
- Models & Frameworks
- The characteristics of a successful team
- Delivering behavioural feedback
- Creating an environment of trust, support and continuous professional development

Suggested Audience

The course would benefit anyone who has line management/supervisory responsibility as it will teach participants the leadership skills required to build and maintain high performing, motivated and engaged teams.

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“The training was delivered very professionally and with good humour. The training materials were helpful and thought provoking. I clearly identified ways in which the learning will make a difference to how I will deal with people and how to achieve positive gains”

(Delegate on Adopting a Coaching Approach in the Workplace)

Time Management

Tempus Fugit!

Overview

There simply isn't enough hours in the day. Increasing workloads, tight deadlines, managing up, down and across...does this sound familiar? The difference between whether we sink or swim comes down to how we manage time.

Time management is a vital skill in the modern working world. As much as we'd like to pause or rewind time, unfortunately we can't. We can however learn to plan and manage ourselves and maximise the use of our time whilst maintaining that all important work-life balance. Being able to manage our time more effectively allows us to work smarter, not harder, feeling more motivated and engaged to deal with our day to day pressures and demands.

During this interactive session delegates will look at how they plan and organise their day and manage their time between the variety of activities dealt with on a daily basis. Together we will explore how to improve time management, take greater control and increase productivity and wellbeing.

Format

- Half day, face to face session
- Learning takes place through a mixture of presentation, discussion, group and individual activities

Course Structure

- What is Time Management?
- Tips & techniques for managing the in-tray
- Working smarter not harder
- Identifying the time takers
- Spotting the barriers to time management
- Managing self and others
- Links to stress & wellbeing

Suggested Audience

The course would benefit anyone who has a multi-dimensional role and demanding workload.



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Investigations in the Workplace

Overview

Problems and concerns can arise in the workplace which requires investigating. Whether it be a grievance or disciplinary matter, it is vital that such issues are dealt with fairly, consistently and without unnecessary delay.

The person tasked with conducting the investigation must be confident they know what is expected of them and how to carry out their role.

Format

- Half day face to face session
- Learning takes place through a mix of presentation, group activities and individual activities
- As a group you will follow a case study from the initial suspicions through to concluding your investigation, allowing the opportunity to experience the role of an investigating officer

Course Structure

- When to investigate and informal action
- Suspension
- Who can investigate?
- Interviewing witnesses and the individual at the centre of the allegation
- Gathering other evidence
- Concluding the investigation & reporting findings

Suggested Audience

This session is most suitable for those who are new to or have limited experience of conducting an investigation or those who would like a sound understanding of the processes involved, in the event they are asked to undertake a workplace investigation in the future.

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ID Fraud – Do you really know who you are employing?



PACT HR
Your HR Partner

Right to Work and Vetting checks form an important part of your pre-employment safeguarding checks, and carry a legal responsibility with steep penalties for poor or non-compliance

Overview

Improve your knowledge about identity fraud can enhance your ability to spot the fraudulent documents presented by hostiles in order to gain employment. This half-day course is presented by our guest speaker Matt Brown; Counter Terrorism Awareness Advisor from West Yorkshire Police.

The session provides you with the knowledge of how ID is committed and how to recognise the security features in documents that are commonly used to establish identity (passports & driving licences).

Format

The session is relaxed, fun and highly participative using a mixture of formal presentation and practical examples.

Course structure

At the end of this half-day course you will be able to:

- Demonstrate rigorous safeguarding processes to Ofsted during an inspection
- Identify the common security features in passports & driving licenses (UK and Foreign) to determine whether a document is forged, counterfeit or fake
- Use forgery detection equipment and recognise counterfeit and forged documents
- Understand how a genuine document can be falsified or altered
- Understand the various types of identity fraud

Suggested Audience

The session will be ideal for anyone with responsibility for, or involvement in, the verification of ID documentation including but not limited to those involvement in recruitment and selection processes.

"extremely useful session, should be compulsory for all SBM"



Managing Sickness Absence

Overview

Failing to manage absenteeism and sickness at work costs money, wastes time, can decrease workplace motivation and productivity. Statistics show average level of employee absence is 4.1 days per year*.

All employers should have an absence management policy in place, but that is not enough. It is also really important that the policy is understood by the whole workforce and that those responsible for managing others know how to apply it fairly and consistently.

In this session we will focus on how best to proactively managing absence and the wellbeing of the workforce to improve attendance. We will look at the benefits of recording, monitoring and reporting on absence levels and statistics and delegates will learn skills and approaches to confidently manage workplace absence.

Format

- Half day, face to face, expert-led training session
- Learning takes place through a mix of presentation, group activities and individual activities
- There will be an opportunity to role-play conducting a return to work interview in a

relaxed learning environment

Course Structure

- Statistics & causes of sickness absence
- Policies and Legislation
- Analysing and managing absence
- Equality and equity
- "Fit notes" and medical advice
- Return to Work Interviews

Suggested Audience

This session would be ideal for anyone in a management, supervisory or team leader position wishing to understand more about this subject and enhance their CPD.

*Office for National Statistics 2017



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HR Briefing Sessions

Keeping you up to date

As an employer, it is important to keep yourself up to date on the latest relevant legislative and legal changes.

PACT HR Briefing sessions, which are tailored to senior leaders and business managers, explore the latest developments in employment law and those issues that matter to you and your workforce. Presented by our team of HR experts, along with a number of carefully selected guest speakers, these sessions continue to be very well received by attendees and receive excellent feedback.

The sessions are free to attend and take place in a variety of convenient locations. Places can be easily booked through our Eventbrite page and are advertised on our website.

We hope to see you at one of our future sessions!

Restructuring, Redundancy and Reviewing Workforce Needs

Overview

Change is constant and a successful organisation ensures their workforce fits with their current and future needs and is prepared to react to make it so.

For many, the thought of undertaking a restructure is quite daunting; especially where redundancies are a likely outcome. Understanding the processes, procedures, legal obligations and options available to you will put you in an advantageous position should the need arise.

PACT HR's facilitators will take participants step by step through the practicalities and good practice around this complex topic. This session is designed to assist you in not only understanding the processes and procedures but also how best to support those at the centre of the process and the behaviours you can expect them to exhibit throughout. Whilst the messages you convey to staff during this difficult process are important, how and when you communicate is just as important to get right.

Format

- Half day, face to face training session
- The session will be delivered by two facilitators; one HR Specialist and one People Skills Expert

Course Structure

- Key drivers for change
- Step by step guide to Managing Change Processes:
 - Restructuring
 - Varying a contract of employment
 - Redundancy
- How change impacts upon staff?
- Supporting people through change

Suggested Audience

The session will be ideal for any School Business Manager, HR Manager, Line Manager or Senior Leader new to, or with limited experience of, reviewing their workforce and/or likely to be involved in restructuring or redundancy processes in the organisation.

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Safer Recruitment

Overview

Recruiting staff can be a time-consuming & complex process. This half day session has been designed to cover the legal requirement on those involved in the recruitment of people who work with children, young people or vulnerable adults. The session is delivered by HR experts, who will take you through the necessary steps needed to ensure you continue to protect children & young people when conducting any recruitment exercise in your organisation.

Delegates will receive a **Certificate of Attendance** following the session. A copy should be retained as evidence the training has been undertaken.

Participants will also benefit from access to resources that will support them in reviewing and improving recruitment processes in their organisations once back in the workplace.

Format

- Half day, face to face training session
- Learning takes place through a mix of presentation, discussion and group activities

Course Structure

- Your statutory obligations
- Key benefits of a Safer Recruitment Process
- Crucial elements of a Safer Recruitment Process
- Steps to deter, reject and prevent
- On-going culture of vigilance

Suggested Audience

This course is essential for anyone involved in the recruitment, selection and vetting of individuals to your organisation.



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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.

Kate...

Kate Earnshaw is PACT HR's Senior HR Business Partner, overseeing the Consultancy team which encompasses the Learning and Development offer.

It is clear from Kate's career profile that she is passionate about education having worked in mainstream, FE, and Higher Education sectors across the last 16 years. Starting her career in HR in the field of Training & Development at Newcastle University, this opportunity has given Kate a deeper understanding of the importance that professional development plays in effectively developing and managing people.

Kate is passionate about playing her part in supporting all Schools and Academy's to become; and remain; prosperous and successful institutions and believes investing in the people is fundamental to achieve that goal.

You are likely to see Kate delivering the HR related workshops and events within this programme as well as at HR Briefing Sessions and delivering on the HR for Governors programme.



How PACT HR Sessions Link to the ISBL Professional Standards

In September 2019 we had the pleasure of announcing that we have been awarded ‘**Approved Partner**’ status with the **Institute of School Business Leadership (ISBL)**. The ISBL represents nationally the school business leadership community and we are very much looking forward to working jointly with such a well established and respected organisation.

The ISBL recently revised their **Professional Standards** for the school leadership profession. These standards continue to set out a clear blueprint for effective school and academy business leadership. To support you with your continuous professional development, PACT HR have mapped the programme of workshops we offer to the ISBL professional standards wheel (see above).

We are proud to work with the ISBL and to promote this set of Professional Standards designed to support school business leaders so that they can better serve their learning communities.



