



Management Development Series 2024

We do
HR, but
a little
differently.



MUSE:HR Management Masterclasses

We are on an Absolute Mission To Make Organisations Better Employers with our New Management Development Series!

“Corporate culture matters. How management chooses to treat its people impacts everything—for better or for worse.”

Simon Sinek

“Management is the opportunity to help people become better people. Practiced that way, it’s a magnificent profession”

Clayton Christenson

“An employee’s motivation is a direct result of the sum of interactions with his or her manager.”

Bob Nelson

“The way management treats associates is exactly how the associates will treat the customers.”

Sam Walton

What is our Management Development Series?

Set Your People Managers Up For Success

Recent research has shown a staggering amount of people managers (82%) have not had any formal management or leadership training!

At MUSE we believe you get the best out of people if you are able to manage people properly, but no people manager is going to be able to do that without the skills or the confidence to do so.

The role of managing people is **SO IMPORTANT!**

In our experience managers either manage the way they were managed or how they would like to be managed, where in reality people managers need to manage individuals with different experiences, beliefs, attitudes and ambitions.

People Management is like an Olympic Sport as People Managers have to give direction, coach, mentor, facilitate and control their teams and individuals.

Unfortunately, the statistics speak for themselves. A lot of people managers struggle as they have not received any formal coaching or training before becoming a People Manager or they are offered the training after they have had a difficult situation which ultimately affects their confidence and may impact team performance and motivation.

We have designed and developed a Decathlon 10 Modular Management Development programme that is professional, practical and fun which will explore, equip and empower people managers with the skills to really understand their people and understand human behaviour so they will be amazing at creating a positive working environment where people can thrive, add value and be themselves whilst improving team performance, satisfaction and motivation and improve the bottom line business results.

Our programme will also provide people managers with the confidence, skills and practical knowledge in dealing with the not so nice side of people management of addressing poor performance and behaviour.



Who is it for?



**Staff moving into
management
positions**



**New People
Managers and
People Supervisors**



Team Leaders



**Existing People
Managers**

The Modules

**Effective Manager
Mindset & Team
Performance**

**Opening Your DISC
Door**

**Fundamentals Of
Employment Law**

**Recruitment &
Interviewing**

**Managing Conflict and
Grievance & Disciplinary
Management**

**Absence
Management &
Capability**

**Holding Effective
Reviews &
Appraisals**

**Manager Skills Days
x2**

**Succession
Planning & Talent
Management**

Effective Manager Mindset & Team Performance

Tuesday 20th February 2024
09.30 - 16.30
Woodland Grange



“The Effective Manager’s Mindset” module will make attendees think about management differently.

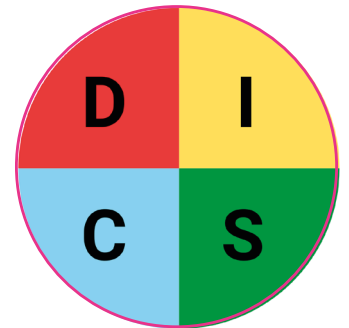
In this highly interactive session, we will focus on the role of a People Manager and what makes a Manager Effective. Using real life insights and business examples, we shall also cover the key areas of management.

By the end of the session attendees will **FEEL GOOD** about:

- Themselves
- Managing their team effectively
- Understanding their stakeholders

Opening Your DISC Door

Tuesday 26th March 2024
09.30 - 16.30
Woodland Grange



This module will **DEVELOP** your People Managers’ communication skills to another level!

We will be diving into why people behave and communicate the way they do using the DISC system and how we can use it in People Management to get the best out of our people.

By the end of the session attendees will **FEEL GOOD** about:

- Communicating effectively with all their team members
- Removing the barriers to effective communication
- Their own style of communication
- Being able to flex their communication styles to make their team **THRIVE!**

Fundamentals Of Employment Law

Tuesday 30th April 2024
09.30 - 16.30
Woodland Grange

People Managers need to know about **EMPLOYMENT LAW!**

This session will take our attendees on a journey from creating an employment relationship to maintaining and if necessary terminating the employment relationship within the legal framework.

By the end of the session attendees will **FEEL GOOD** about:

- The core legal principles that apply to the relationship between the employer and the employee
- Responding to common issues that occur during the employment relationship
- Contracts of Employment
- Discrimination
- Family-Friendly rights



Recruitment & Interviewing

Tuesday 28th May 2024
09.30 - 16.30
Woodland Grange

Recruiting and selecting the right people for your team can be **HARD!**

This session will provide a step-by-step approach to the recruitment and selection process using the People skills the attendees have already developed from the previous sessions.

By the end of the session attendees will **FEEL GOOD** about:

- Attracting talented applicants to your business
- Preparing and planning for a GREAT interview
- Delivering a well-structured interview including; building rapport, building trust, effective questioning
- Making FAIR decisions and making the right choice



Managing Conflict including Grievance & Disciplinary Management

Tuesday 25th June 2024

09.30 - 16.30

Woodland Grange

Conflict is inevitable, we are dealing with people. People Managers will at some point have to deal with performance concerns or complaints and if they are dealt with incorrectly it can lead to **COSTLY MISTAKES!**



This session will use real life workplace and practical situations so People Managers will be able to prepare and handle conflict, disciplinaries and grievances within the work place.

By the end of the session attendees will **FEEL GOOD** about:

- Conflict and conflict management
- Dealing with disciplinary and grievance issues from start to finish
- The ACAS Disciplinary and Grievance Code of Practice
- Identifying potential tribunal claims and how to avoid them

Absence Management & Capability

Tuesday 30th July 2024

09.30 - 16.30

Woodland Grange

Absence does happen! The way that People Managers deal with absence has a huge impact on how their team member feels towards the organisation and their role within it.



Failing to manage absence effectively can cost businesses a lot of **TIME & MONEY** and can have a negative impact on the rest of the team.

This session will focus on giving People Managers the skills and confidence to deal with absence effectively while sustaining a positive and productive working environment.

By the end of the session attendees will **FEEL GOOD** about:

- Proactively promoting employee health & wellbeing
- Different types of absence (Short & Long-Term absence)
- Looking for patterns
- Holding effective return to work interviews
- Keeping in touch with employees who are absent from work
- Case Management – understanding when and how to manage different types of cases and knowing when a Capability procedure should commence

Holding Effective Performance Review Conversations & Conducting Appraisals

Tuesday 24th September 2024

09.30 - 16.30

Woodland Grange

A lot of people **HATE** performance reviews and appraisals. There is a lot of stigma attached to them as they have not been done correctly!

However when Performance review conversations and appraisals are done the right way they serve as a great framework for coaching, mentoring and providing feedback throughout the year, which can add so much value to team performance.

By the end of the session attendees will **FEEL GOOD** about:

- Preparing for a performance review and appraisal
- Leading an effective meeting
- Setting effective goals that are aligned with the Company Vision/Mission
- Delivering feedback
- Understanding emotions that come with performance conversations and reviews.



Manager Skills Day 1

Tuesday 29th October 2024

09.30 - 16.30

Woodland Grange

To become a **GREAT** manager, we need to look at the other skills it takes! Our Manager Skills module is a toolkit of essential management skills.

Across the two days we shall be focusing on a number of topics. The two days will provide our People Managers with the skills, practical 'real life' examples, scenarios and techniques to help them manage with confidence!

Day One Topics:

- Time Management & running successful meetings
- Coaching
- Feedback
- Delegation
- Assertiveness
- Motivation



Manager Skills Day 2

Tuesday 26th November 2024

09.30 - 16.30

Woodland Grange

This is Day 2 of our Manager Skills Module where we are continuing to focus on these essential skills.

Day Two Topics:

- Managing Change
- Problem Solving & Decision Making
- Goal setting
- Presentation skills
- Looking after yourself



Succession Planning & Talent Management

Thursday 12th December 2024

09.30 - 16.30

Woodland Grange

The future is **BRIGHT!** That is if you know who your greatest team assets are! As a People Manager it is really important to ensure that you identify team members who can be the next manager or leader.

In this module we will be equipping our People Managers with the skills to pro-actively identify and implement a talent management and succession plan to assist business performance, recruitment, and retention.

By the end of the session attendees will **FEEL GOOD** about:

- Understanding levels of competence within their team
- Implementing a talent development plan
- Strengthening key attributes of future managers and leaders
- Planning and implementing succession plans.



Investment

(prices exclude VAT)

Individual

£499

per delegate
per module

5 Modules

£2245.50

per delegate

*(this includes a 10%
discount if you book 5 in
advance)*

ALL 10 Modules

£4241.50

per delegate

*(this includes a 15%
discount if you book ALL
10 in advance)*

Your investment includes a DISC report, all course materials, full day of training and also includes a 3 course lunch, refreshments and certificates on completion.

Payment Plan

We know that training is an important investment, and we understand that some businesses want to invest in their people but have different competing priorities.

To help with the monetary aspect we do offer flexible payments plans if required for your business.

Contact us for more details.

What our clients say about us?

"DISC is a powerful tool to help build relationships internally and externally, by better understanding our communication / work preferences, MUSE:HR's workshop brought this to life for the team, in a fun and engaging way. Since the session, I'm seeing the team start to talk about situations in the context of DISC and request that we cascade the training further, which is great."

Director of Engagement, The Smallpiece Trust

"We have enjoyed working with MUSE:HR to provide a workshop on employment law for our management team, to help with a review of our company handbook and to answer specific HR queries. The friendly, well-informed service we have from Muse is helping us improve the way we work across the business."

Managing Director, Bordon Hill Nurseries

"Muse HR have delivered a number of training courses for us focussing on core HR best practices. They are attentive to understanding the business needs and willing to adapt their content accordingly delivering the training in a structured and simple way. Both Judi and Suzie engage with the audience providing the right balance between training and discussion and the training includes a good mix of activities to keep audiences well engaged. We're grateful for Muse HR's ongoing support."

HR Manager, Playground Games

"MUSE:HR Have so much more to offer than just supplier of standard off the shelf HR services. WAGO UK+I challenged MUSE:HR to deliver people management training for the Management and Executive teams. The training which Judi delivered gave the whole team a chance to ask questions to use real life scenario's therefore making the sessions very interactive, informative and fun. Judi ensured that she translated employment legislation into easy to understand policies and practices this is something that the whole team and I personally took away from the sessions. I would not hesitate to recommend MUSE:HR to anyone considering any type of management/leadership training and development."

Managing Director, WAGO UK&I

"Both ladies were brilliant, kept the energy up"

"Both trainers are friendly and patient for helping everyone fully understand concepts covered"

"Judi and Suzie are Very friendly, knowledgeable, engaging and energetic"

"Both Judi and Suzie were great! I feel like I can't fault their efforts in the training. Top notch acting during the mock interview."

Participants of Courses

Who are MUSE:HR?

MUSE:HR was formed in 2014 and we are on a mission to make organisations better employers! Like all businesses the branding needed meaning and it needed to be a reflection for how HR should and would be delivered.

muse
/mju:z/

This person, in order to be 'truly' creative, must be liberated from constraints and allowed to operate as their muse suggests.

Based in Warwickshire and working across the UK, MUSE:HR offers HR and Training Consultancy with a difference.

Typically we work with organisations who employ up to 50 employees, but we do deliver projects and training to larger organisations. In our experience, managers are promoted because they are good at their jobs, but do not receive the training and support they need to manage people. This can lead to issues with team performance, including poor communication, lack of motivation and an inability to delegate or feedback appropriately which can result in conflict and individual burnout.

We can help make a difference by delivering effective management training and coaching so your managers have the time to do the work that they love.




Why should you choose MUSE:HR as your training provider?

- 1.** We are results based, our courses are designed to up-skill your team and achieve your business objectives.
- 2.** We are FUN and provide a different training experience, we design the training to keep your team energised, inspired and motivated!
- 3.** Your people managers will leave with a plan of action to enable them to be better managers.
- 4.** Your organisation will become a better employer!



Module Calendar

Module	Date	Time	Location
Effective Manager Mindset & Team Performance	Tuesday 20th February 2024	9.30 - 16.30	Woodland Grange
Opening Your DISC Door (Communication)	Tuesday 26th March 2024	9.30 - 16.30	Woodland Grange
Fundamentals Of Employment Law	Tuesday 30th April 2024	9.30 - 16.30	Woodland Grange
Recruitment & Interviewing	Tuesday 28th May 2024	9.30 - 16.30	Woodland Grange
Managing Conflict inc Grievance & Disciplinary Management	Tuesday 25th June 2024	9.30 - 16.30	Woodland Grange
Halfway Group Review	Thursday 11th July 2024	9.30 - 11.00	Online
Absence Management & Capability	Tuesday 30th July 2024	9.30 - 16.30	Woodland Grange
Holding Effective Reviews & Appraisals	Tuesday 24th September 2024	9.30 - 16.30	Woodland Grange
Manager Skills Day 1	Tuesday 29th October 2024	9.30 - 16.30	Woodland Grange
Manager Skills Day 2	Tuesday 26th November 2024	9.30 - 16.30	Woodland Grange
Succession Planning & Talent Management	Thursday 12th December 2024	9.30 - 16.30	Woodland Grange



Are you ready to start working together?

Contact Us Today



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