



Presented by  
Management Forum

# Ensuring Sustainability and Growth by Placing People at the Centre of the Triangulation of Policy, Process & Practice

18 July 2024  
+ 25-26 November 2024

This programme will provide a clear understanding of the independent yet interdependent nature of Policy, Processes, and Practice. Focusing on the importance of putting people at the centre of this triangulation.



**Format:**  
Live online



**CPD:**  
6 hours for your records



Certificate of  
completion

# Overview

**Too often organisations' policies don't genuinely relate to their day to day practice. They simply reflect what is formally required and they are only reviewed when it is formally necessary to do so.** This results in there being no link between what is written in the policies and what is actually happening in the workplace on a day to day basis. Even though employees may read policies during their induction these policies are rarely seen as 'work instructions' or referred to again during day to day practice.

Policies need to be living, working documents. Processes are the essential vein between policies and practice, ensuring that the key components referred to in the policies are evident in practice.

Processes need to be a clear and accessible outline of what's meant to be done, how it's meant to be done, when it's meant to be done, where it's meant to be done, who is responsible and who needs to be involved, and ultimately, why it is being done.

This programme will provide a clear understanding of the independent yet interdependent nature of Policy, Processes, and, Practice. Focusing on the importance of putting people at the centre of this triangulation.

## Benefits of attending

You will learn how to:

- **Identify** the core working policies that are needed in your organisation.
- **Ensure** policies are 'live', current, working documents.
- **Regularly** review policies to guarantee they genuinely relate this to day to day practice.
  
- **Link** what is written in the policies to what is actually happening in the workplace on a day to day basis.
- **Establish** the importance of processes as the essential vein between policies and practice.
- **Create** clear and accessible processes that provide the benchmark for best practice.
- **Outline** what's meant to be done, how it's meant to be done, when it's meant to be done, where it's meant to be done, who's is responsible and who needs to be involved, and ultimately, why it is being done.
- **Effectively** communicate process flow charts to employees, and establish a system of regular observations to ensure that they are following the process flow chart.
- **Involve** employees in the review of each process flow chart.
- **Encourage** employees to contribute to the ongoing update and development of the process flow charts and the introduction of new flow charts.

## Who should attend?

This course is relevant for existing leaders / managers, as well as those new or aspiring to a management role, who want to achieve greater success by enhancing their leadership skills through adopting a compassionate approach.

# Programme

## **How effective are your policies?**

- What constitutes an effective policy
- Analysing organisational need and prioritising policies
- Identifying and understanding the key components of the identified policy

## **What is a productive process and why are processes integral to high quality practice?**

- Establishing clear process flow charts and ensuring compliance
- Identifying the what, how, when, where, who and why of each process flow point
- The role of monitoring and reviewing process implementation to ensure policy is reflected in practice

## **The essential role of people in putting process detailed policies into practice**

- Engaging and involving people
- Continuously improving through identifying agreed goals
- Providing a benchmark for best practice
- Effective observations and monitoring
- Achieving and embedding shared organisational ownership
- Increased performance and productivity
- Successful recruitment and retention

# Presenter



## **Claire Mould**

With over thirty years' experience of working in and with the public, corporate, and charitable sectors, Claire has expertise in providing strategic, analytical, emotionally intelligent solutions that engender, inform, facilitate and embed growth through compassionate leadership.

Extending from post-doctoral studies on neurology, specifically the link between emotional intelligence and cognitive intelligence, Claire has written, presented, and worked at a national, European, and international level and has published several research papers and books.

In her previous time as a CEO of various charities, she has practical experience in the art of compassionate leadership and has developed a real passion for helping individuals and organisations to optimise their growth potential.

In addition to her work as a facilitator, delivering sessions and presenting, Claire also works as an independent consultant providing emotionally intelligent strategic solutions, embedding compassionate leadership and maximising growth.

In her spare time, Claire runs for mental health and wellbeing, including running marathons and ultra marathons.

# Course dates

**18 July 2024**

**Live online**

09:00-17:00 **UK (London)** (UTC+01)

Course code 13846

GBP ~~399 499~~

EUR ~~579 719~~

USD ~~663 819~~

**Until 13 Jun**

**25-26 November 2024**

**Live online**

13:30-17:00 **UK (London)** (UTC+00)

Course code 14065

GBP ~~399 499~~

EUR ~~579 719~~

USD ~~663 819~~

**Until 21 Oct**

## How to book



**Online:**

[ipi.academy/2659](https://ipi.academy/2659)

Alternatively contact us to book, or if you have any queries:



**Email:**

[info@ipi.academy](mailto:info@ipi.academy)



**Phone:**

[+44 \(0\)20 7749 4749](tel:+44(0)2077494749)

## Discounts

- Booking more than one delegate on any one date qualifies for a **15% discount** on the second and subsequent places.
- Most events qualify for an **early booking discount** prior to 6 weeks before the course date. Be sure to check on our website, where the latest discounts will be shown.

## Further information

### Fee

The fee includes all meals and refreshments for the duration of the course (for venue-based courses) and a complete set of course materials (provided electronically). If you have any particular requirements, please advise customer services when booking.

### Please note

IPI Academy (and our training partners) reserve the right to change the content and timing of the programme, the speakers, the date and venue due to reasons beyond their control. In the unlikely event that the course is cancelled, we will refund the registration fee and disclaim any further liability.

### Terms and conditions

The rest of our terms, the event cancellation policy and the terms and conditions are on our website, please visit [ipi.academy/content/terms-and-conditions](https://ipi.academy/content/terms-and-conditions)

## Run this programme in-house for your whole team

Coming to IPI Academy for your in-house training provides an all-inclusive service which gives you access to a wide variety of content, learning platforms and delivery mechanisms as well as your own personal training adviser who will work with you from the initial enquiry through to feedback and follow-up after the programme.

With over 600 trainers, all practitioners and experts across a huge range of fields, we can provide the training you need, where you need it, when you need it, and at a price which suits your budget. Our approach to tailored learning and development consists of designing and delivering the appropriate solution for each client.

For your FREE consultation and to find out more about how we can work with you to solve your training needs, please contact our training advisers:



**ALEKSANDRA BEER**

**Tel:** +44 (0)20 7749 4749

**Email:** [inhouse@ipi.academy](mailto:inhouse@ipi.academy)



**YESIM NURKO**

**Tel:** +44 (0)20 7749 4749

**Email:** [inhouse@ipi.academy](mailto:inhouse@ipi.academy)



**IPI**  
Academy

IPI Academy is a training initiative of Falconbury and Management Forum; leading providers of industry training for over 30 years, based in the UK.

10-12 Rivington Street  
London EC2A 3DU

[ipi.academy](http://ipi.academy)

**Tel:** +44 (0)20 7749 4749

**Email:** [info@ipi.academy](mailto:info@ipi.academy)