



Presented by
Management Forum

The 5-day Comprehensive Management Summer School

15-19 July 2024

This interactive Summer School has been designed for professionals who want to learn how to deal more positively with situations to achieve greater success by enhancing their leadership skills through adopting a compassionate approach, as well as learning new techniques to manage across the generational spectrum.



Format:
Live online



CPD:
30 hours for your records



Certificate of completion

Overview

This interactive Summer School aims to cover a wide range of core areas that managers need to understand and address to ensure their team is successful, happy and thriving.

It has been designed for professionals who want to learn how to deal more positively with situations to achieve greater success by enhancing their leadership skills through adopting a compassionate approach, as well as learning new techniques to manage across the generational spectrum.

Module 1 – Dealing with Difficult People

This module is designed to help you deal with the difficult people in your working life – the people, particularly colleagues, who can be a minor irritant or make your working day a misery.

You will discover why people are difficult, learn to recognise classic profiles of difficult people, pre-empt challenging situations and avoid escalation, enhance your own attributes and develop coping strategies.

Core objectives:

- **Establish** why people are difficult
- **Discover** hints and tips on how to deal with the dominators, the manipulators, the negatives and the obstacles
- **Analyse** the attributes needed for dealing with difficult people and explore some damage limitation strategies
- **Develop** good questioning and listening techniques
- **Create** a plan to cope with your own difficult people

Module 2 – The Role of Wellbeing in Individual and Organisational Growth

An individual's wellbeing and the 'culture of wellbeing' in the organisation cannot be nurtured through light touch tokenistic gestures but through establishing a culture of active listening that extends from a position of wanting to understand how genuine support can be effectively provided. This includes not only listening to others but also to our own mental health and wellbeing needs.

This module will discuss definitions of wellbeing, acknowledging that it has many different components. It will detail what each of these are and the need to understand the symbiotic significance. Drawing on neurological evidence we will examine the signs of declining wellbeing, and explain the related negative outcomes to the individual and the workplace.

Detailing why this is key to both personal and professional success, and individual and organisational growth, we will address ways in which this deterioration can be prevented and consider, with examples, how overall wellness can be improved.

Core objectives:

- **Identify** staff learning and development needs in relation to mental health and wellbeing, and provide access to appropriate training.
- **Build** prevention and mental health and wellbeing promotion in day-to-day work, within the workplace.
- **Work collaboratively** with colleagues and other teams, to raise awareness of mental health and wellbeing and reduce the stigma associated with mental illness.
- **Provide and promote** healthier lifestyle choices within the workplace that will reduce absenteeism, enhance wellbeing and increase productivity.
- **Establish** and embed a psychologically safe environment and promote mental health in the workplace.

Module 3 – Establishing and Nurturing Emotionally Intelligent Teams and Workplaces

Emotional Intelligence is key to both personal and professional success, leading to effective communications, facilitating healthy, productive relationships with others, enabling individuals to have a more fulfilled and successful life. This, in turn, leads to increased productivity and greater organisational growth.

This module will discuss what an emotionally intelligent team is, and how this differs from a team that is just functioning (and definitely underperforming or dysfunctional). It will outline how establishing and nurturing an emotionally intelligent team will enhance the effectiveness of the team, and therefore the organisation as a whole.

Core objectives:

- **Establish** an emotionally intelligent team that will increase productivity
- **Empathetically listen** and nurture a workforce is a potent force for change.
- **Create** an environment that demonstrates that positive behaviour will lead to positive behaviour and builds a momentum of development and growth.
- **Grow** a resilient team within a positive emotionally intelligent workplace.
- **Establish** a psychologically safe environment where employees are emotionally strong and reduces stress and presenteeism in the workplace.
- **Connect** your formed emotionally intelligent team to the larger purpose of the organisation - creating a culture that encourages and nurtures contributions from the whole team in a non-threatening, supportive environment will establish a proactive, productive workforce.

Module 4 – How to Avoid Discrimination, Victimisation, Harassment and Unconscious Bias in the Workplace

This module will not only look at the legal implications of dealing with complaints and workplace issues but also equip you with a very practical perspective on how to manage them when they do arise and how to take steps to avoid them arising in the first place.

We will also consider how unconscious bias and microaggressions can be recognised and eliminated from all areas of an employee's life cycle and give you the knowledge you need to avoid these issues occurring from recruitment through to termination.

Core objectives:

- **Boost** your knowledge of the different types of discrimination
- **Identify** the legal principles related to discrimination legislation
- **Recognise** the potential hotspots throughout the employment lifecycle
- **Understand** your liability as the employer and as an employee
- **Get to grips** with the latest government guidelines and codes of practice
- **Be confident** in dealing with issues as they arise, including what action to take, from feedback to disciplinary
- **Appreciate** the differences between bullying and harassment
- **Consider** unconscious bias and understand how to avoid it
- **Identify** microaggressions and learn how to be an active bystander for others using the 4 D model
- **Realise** what the consequences can be if a situation isn't handled correctly
- **Learn** from the latest case law examples
- **Apply** essential policies and procedures in your workplace

Module 5 – Managing the Intergenerational Workplace

This module will look at what Leaders and Managers can do to manage a blended workforce spanning four generations, that vary in their work ethics, ideas about work-life balance and long-term career goals. Practical tips will be discussed on managing intergenerational issues and how to prepare a strategy for increasing levels of inclusivity and respect with your own teams and individual team members.

Core objectives:

- **Understand** the definition of the four working generations currently found within the workplace (Baby Boomers, Gen X, Millennials, Gen Z)
- **Explore** a range of practical tips to help manage intergenerational teams
- **Develop** a strategy to take back to your business to increase the level of inclusivity and respect needed for teams and departments as well as individual staff members

Module 6 – Building Self Belief and Resilience

Research has found it's rarely the actual work, which causes long term difficulties for staff - it's more to do with how the team functions, and how valued and empowered people feel. This module focuses on what individuals can do to build and maintain their resilience. We will look at patterns, default behaviour, emotional reactions, and expectations, and offer practical do-able tools and techniques that will help you build resilience for yourself and others in your team.

Core objectives:

- **Gain** confidence in your own capacity for resilience
- **Analyse** default behaviours, beliefs and how to change them
- **Learn** quick and easy techniques to manage emotions on the spot and bounce back more successfully in the future

Who should attend?

All staff with a people management aspect to their role, including:

- Managers
- Leaders
- Project Managers
- Directors
- All those new or aspiring to a management role

Programme

Day 1

Module 1 – Dealing with Difficult People

- Why are people difficult?
 - Understanding the reasons helps you to cope
- Developing your personal coping plan
- The domineering group
 - The dictator
 - The bully
 - The my-way menace
 - The put-down pro
- That difficult meeting with the difficult colleague
- Your own attributes – do you have the right approach?
- The manipulators
 - The backstabbers and the troublemakers
- Questioning techniques
- The negatives

Day 2

Module 2 – The Role of Wellbeing in Individual and Organisational Growth

Session 1: What is Wellbeing?

- A neurological explanation for organisational performance and levels of productivity

Why is Wellbeing important?

- What does an organisation without a culture of wellbeing perform, in contrast to a workplace that has an embedded culture of wellbeing
- Beyond stress in the workplace, explaining psych presenteeism and emotional exhaustion

Session 2: Increasing the level of wellbeing in your organisation

- Effectively identifying organisational and individual learning and development needs, and providing relevant, accessible learning and training opportunities

Session 3: Reducing absenteeism, enhance well-being and increase productivity

- Engaging individuals and teams
- Establishing genuine collaborative work practice across the organisation

Session 4: Identifying what a psychologically safe environment is, why it is fundamental to wellbeing and how it can be established

- The benefits of providing a workplace culture of openness and transparency, and shared responsibility, ownership and pride of performance and productivity

Day 3

Module 3 – Establishing and Nurturing Emotionally Intelligent Teams and Workplaces

Session 1: What is emotional intelligence?

- Identifying and regulating emotions
- Effective communication in practice not just theory
- The role of empathy in establishing and facilitating healthy, productive relationships
- The symbiotic link between psychological and physical health

Session 2: Why is emotional intelligence fundamental in the workplace?

- Understanding, expressing and managing emotions
- How emotions and behaviours can be influenced
- Enablement leading to increased productivity and growth
- The role of empathetic listening
- Increased interactions leading to increased outcomes

Session 3: The essential need for effective leadership to ensure that emotional intelligence is genuinely established and embedded

- What does an organisation without effective emotionally intelligent leadership look like
- The impact of an increasingly stressful in the workplace
- Establishing effective leadership strategies

Session 4: Emotionally intelligent teams

- Key components of an emotionally intelligent team
- What makes an emotionally intelligent team effective?
- What is the positive impact of having an emotionally intelligent team in your workplace?
- Achieving an effective emotionally intelligent team

Day 4

Module 4 – How to Avoid Discrimination, Victimisation, Harassment and Unconscious Bias in the Workplace

Session 1: An overview of the Equality Act 2010 and its scope in relation to employees at work

- The core principles of discrimination law
- Overview of the application of discrimination law in the workplace
- Who has protection from discrimination?
- How and when can discrimination occur?

Session 2: Identifying types of discrimination using case law examples

- Direct (including by perception and by association)
- Indirect
- Harassment
- Victimisation
- Others, for example post-employment

Session 3: Understanding the protected characteristics using case law examples

- Age
- Disability
- Gender reassignment
- Marriage and civil partnership
- Pregnancy and maternity
- Race
- Religion or belief
- Sex
- Sexual orientation

Session 4: Reviewing potential hotspots - using examples and case studies a practical approach to common issues will be assessed

- Recruitment
- Absence management
- Termination
- Other common issues and everything in between

Session 5: Understanding and avoiding unconscious bias and microaggressions.

- What is it?
- How to take steps to avoid its effect in the workplace
- From the selection of candidates during recruitment...
- Through the stages of employment...
- During the termination process... to when employment comes to an end

Session 6: What about bullying?

- What is bullying?
- How is bullying different from harassment?
- What employers should do to deal with complaints and eliminate its presence in the workplace

Session 7: Can there ever be positive or justifiable discrimination?

- How far can an employer go with positive action?

Session 8: Essential policies and procedures

- What policies should every employer have?
- How to ensure policies and procedures are communicated to managers and staff
- The new guidelines – getting effective and well-communicated policies and practices in place which aim to prevent harassment and victimisation

Session 9: How to practically manage complaints

- Remedies and the importance of top quality investigations
- The role of mediation
- ACAS involvement
- What to expect at the Employment Tribunal if all goes wrong
- Settlement agreements and NDAs – when to use them and what the future holds

Session 10: What to do if the individual does not want to raise a formal complaint?

- Balancing the needs and requests of the complainant
- Dealing with and respecting confidentiality

Session 11: Government guidelines and codes of practice

Session 12: Avoidance is better than cure

- What steps should an employer take to keep their workplace free from discrimination?
- How to avoid liability
- All employers have a duty of care to protect their workers
- What are reasonable steps?
- Employers are legally liable for harassment in the workplace – practical steps

Programme

Day 5

Module 5 – Managing the Intergenerational Workplace

Session 1: The four working generations - a definition

- Baby Boomers
- Gen X
- Millennials
- Gen Z

Session 2: Creating a culture of inclusion

Managing differences

- Work ethic
- Work-life balance
- Career planning
- Achieving generational give and take

Module 6 – Building Self Belief and Resilience

- The nature of stress, pressure and resilience
- Analysis of your own default behaviours, beliefs and how to change them
- Learn how to separate fact from emotion and choose an effective behaviour response
- Your world view: building positive self-belief
- Introduction to the Wise Mind model
- Practical Strategies for coping with stressful situations

Presenters



Geoff Marsh

Geoff Marsh is the Managing Director of Dansam Ltd, a training company that began in September 1999. As a trainer and presenter, Geoff has been involved with conferences, seminars and roadshows for organisations such as Air Miles, Regus, Robert Bosch Ltd, Wessex Water, Sun Microsystems, Scottish & Newcastle Breweries, London Underground, Forte Hotels, The Engineering and Physical Sciences Research Councils (EPSRC), The Zoological Society of London, Interserve Project Services Ltd. He has published several books including 'A Sixty Minute Guide To Powerful Presentations'.



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.



Toni Trevett

Toni Trevett is a director of CompleteHR Ltd, an HR consultant, and a coach, mediator and trainer specialising in HR/people management skills, employment law, management development and personal development. She has experience of working with a variety of large and small organisations and has considerable experience of work in both the public and private sector. Clients include British American Tobacco, Schlumberger, Stihl, Shell, The Telegraph, Dairy Crest, Bywaters, NATS the ACCA, AAT and many more.

She was formerly a human resources director within the BAA plc group. She is a fellow of the Chartered Institute of Personnel and Development and a member with over 20 years standing of the Employment Tribunal judiciary, hearing cases in London and the South East. In addition to her training work she conducts investigations and hearings for clients on disciplinary, grievance, discrimination, harassment and bullying issues and is also a workplace mediator.



Nicole Eisele

Nicole Eisele, Director of Eisele Consulting, holds qualifications in psychology, mediation, coaching and law and currently teaches the psychology of conflict, restorative Justice and negotiation on a Master's programme at the University of Westminster in addition to running her own mediation, coaching and training consultancy. Nicole believes in the power of working with teams and individuals as they increase awareness and understanding of the organisational systems they work in. Nicole is passionate about the results that can be achieved through good quality conversations.

Course date

15-19 July 2024

Live online

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

Course code 13849

GBP **1,749** ~~2,249~~

EUR **2,519** ~~3,219~~

USD **2,899** ~~3,679~~

Until 10 Jun

How to book



Online:

ipi.academy/2667

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



Email:

info@ipi.academy



Phone:

[+44 \(0\)20 7749 4749](tel:+442077494749)

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

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



YESIM NURKO

Tel: +44 (0)20 7749 4749

Email: inhouse@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

Tel: +44 (0)20 7749 4749

Email: info@ipi.academy