



Presented by  
Management Forum

# Managing the Modern Workplace: Keeping Employees at the Centre of Policy, Process and Practice

Recorded on 2 July 2025

This programme will provide a clear understanding of the independent yet interdependent nature of policy, processes, and, practice – focusing on putting people at the centre of these.



**Format:**  
Recorded webcast



**CPD:**  
1 hours for your records



Certificate of  
completion

# Overview

**Too often organisations' policies don't genuinely relate this 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's is responsible and who needs to be involved, and ultimately, why it is being done.

## Benefits of attending

- **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 chart

## Who should attend?

This session is relevant for existing leaders and 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.

# 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 date

2 July 2025

**Recorded webcast**

12:00-13:00 **UK (London)** (UTC+01)

Course code 15530

## How to book



**Online:**

[ipi.academy/3206](https://ipi.academy/3206)

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



**Email:**

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**Phone:**

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

## Discounts

- Booking more than one delegate on any one date qualifies for a **30% 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)

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