

Case Study: Design and deliver bespoke training programmes, covering a range of different aspects, to enhance knowledge, skills and understanding in relation managing people more effectively, and in line with current legislation.

Client

Balfour Beatty Workplace (BBW) is a market leading provider of facilities management and support services to both private and public sector customers

Aims

mglhr were commissioned to design and deliver human resources and soft skills training programmes for over 1000 people managers across the UK.

The content of the training programmes needed to provide clear guidance in relation to relevant internal policies and company specific procedures, as well setting these in the context of current legislation, the company's competency framework and priorities of BBW's business strategy.

They also needed to enhance related soft skills required to apply their improved knowledge and understanding.

Method

mglhr worked in partnership with BBW's HR and Organisation & Personal Development teams to fully understand business priorities, skills gaps, existing policies and procedures, and to devise the appropriate style of learning interventions.

Solution

A series of bespoke training courses were developed around the specific aims of BBW. Courses were highly participative in style and involved groups of 8-12 people managers at each 'in house' hosted event of 1 or 2 days.

Core programmes, using different media and a vast range of exercises and trainer interventions included:

- Discipline and Grievance
- Working with Diversity
- Recruitment & Selection

Outcomes

Feedback from delegates at these events is very positive. As a result participants:

- are aware of inappropriate behaviour in themselves and others; and they can adapt or influence this to remove any discrimination at work
- understand and comply with their legal obligations in relation to equal opportunities, the fair treatment of others and in handling discipline and grievances
- know the implications of not complying with related legislation
- understand the positive business impact of treating others fairly and by using objective and effective recruitment and selection processes
- know how to devise & conduct capability based interviews and apply related skills
- demonstrate awareness and understanding of company specific policies & procedures.

"A big thank you to mglhr for the most professional job as ever."
Organisational & Personal Development Director

"Excellent learning points and facilitation."
Course delegate