



Everything You Need To Train You And Your Staff



Croner™

HR • Tax • H&S • Reward

**Risk comes from not
knowing what you're doing.**

- Warren Buffett

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Employment

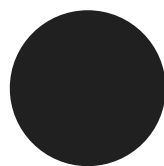
Here at Croner we offer training on a wide range of topics, each designed to meet your organisations training needs. Our courses range from short and interactive basic employment law courses; designed to enable you to handle common employment issues that may arise, to longer full and half day standard courses delivered in your offices by our Employment Law Specialists. We even cater for your bespoke needs; by offering you the possibility to design your own training courses, perhaps by varying the length or content of our standard courses, combining courses or tailoring them entirely, to suit your organisations requirements. In addition, many other topics are available to be delivered as full or half day sessions, on request.

Here is just
a flavour
of what
we have to
offer:



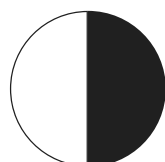
Webinars // Free

The Investigation Process
Disciplinary and Appeal Procedure
Social Media and IT usage
Performance Management
The Bribery Act



Full Day

Discipline and Grievance, plus any
combination of two short half day
courses.



Half Day

Employment Law update
Essential Employment Law
Outplacement Support
Diversity and Discrimination
Personal Effectiveness

Our Courses

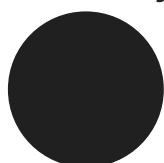
Webinars // Free

The Croner webinars are free, practical and interactive training courses, providing a foundation in basic elements of employment law. Each webinar lasts around 45 minutes, with a written question and answer session available at the end. The courses are designed to enable participants to handle common employment issues that may arise, in a professional and positive manner. The webinars take place each week on various employment law topics, with the current webinar schedule available on request.

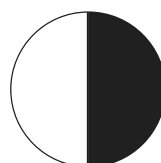
Full and Half Day Courses

If you are after something more than an employment law ‘taster’, then our Employment Law experts are also available to visit you in your workplace (or other agreed training location) to deliver either a full or half day detailed course for your workforce or management community on any of the courses on the following pages.

Full Day



Half Day



ESSENTIAL EMPLOYMENT LAW

// Half Day

Despite the introduction of tribunal fees during 2013 and the consequential reduction in employment tribunal claims since, there were still 83,031 tribunal applications made in the period between April 2015 and March 2016*. Successful employment law claims can result in serious financial consequences for employers, especially when awards can reach six figure sums. Identifying and understanding key responsibilities and the main areas of potential litigation can help minimise these risks.

* Ministry of Justice annual employment tribunal award statistics 2015/2016

This course is ideal for:

Anyone who is involved in the management of people

People who would like to get a better understanding of the legal framework within which they are working.

EMPLOYMENT LAW UPDATE

// Half Day

This half day seminar gives an understanding of the recent and forthcoming changes in employment legislation and case law, the practical impact it could have on your organisation and what actions you can take.

EMPLOYEE REPRESENTATIVE TRAINING

// Half Day

Many business processes require the engagement of an employee representative, with redundancy and TUPE exercises being the most common. This course is designed with prospective employee representatives in mind, detailing the common expectations and concerns of an 'employee rep', before looking in detail at the requirements, scope and purpose of any consultation process.

EQUAL OPPORTUNITIES & DIVERSITY

// Half Day

Having a diverse workforce, which reflects your community and customer base, can bring many benefits. More and more organisations are asking for evidence of equal opportunity policies and processes when tendering for work. In addition, discrimination claims attract unlimited levels of compensation at employment tribunal, as well as potentially causing damaging adverse publicity.

Having the appropriate legally compliant policies and procedures in place and using best practice techniques to manage your workforce in a fair and non-discriminatory way, is essential in maximising employee potential and minimising legal risks.

This course examines the legal background and implications for employers, and explores the challenges and opportunity in managing a diverse range of people.

DISCIPLINE & GRIEVANCE

// Full Day*

This participative workshop gives you an insight into the correct means of maintaining acceptable standards of behaviour and performance standards at your place of work. It will also teach you how to deal with grievances that will inevitably rise during a disciplinary process, or those which stand alone. Using interactive group discussions and case studies, this course helps you to deal confidently with disciplinary and grievance issues and reduce the employment risks associated with discipline and dismissal, grievance and resignation.

* This course is best delivered as a full day seminar; however can be split into the component parts Dealing With Discipline and Handling Grievances (both half days) if this is required.

MANAGING INVESTIGATIONS

// Half Day

Effective investigation is crucial in a number of situations in the workplace. For example; when considering disciplinary action, looking into grievances, other issues or complaints or dealing with a whistleblowing claim. Yet, despite their importance – from both an organisation and legal perspective – managers are often asked to carry out investigations with minimal guidance and training.

This course is designed to:

Give you, or the person who carries out your investigations, the knowledge and skills to help them do so in a thorough, effective, fair and legally robust way.

HANDLING SENSITIVE WORKPLACE ISSUES

// Half Day

This workshop helps you to resolve sensitive issues by maintaining team effectiveness and avoiding legal action.

This is an interactive course which uses case studies and discussion to cover the practical issues involved in managing a team, and the management techniques needed for dealing with difficult interactions with individuals. The facilitator also provides guidance on the legal background that you should be aware of so as to avoid the risk of litigation.

OUTPLACEMENT SUPPORT

// Half Day

If your organisation is in the position where it has to effect redundancies, it can be very helpful to offer support to those who are affected in relation to the key skills needed within the job market. This includes; identifying their key competencies, writing a CV and completing an application form, looking for work and attending interviews. We can offer group training or one-to-one support, where appropriate, to help people make positive plans for the future.

MANAGING ORGANISATIONAL CHANGE

// Half Day

All businesses need to continually adapt in order to stay competitive and successful. However, managing change can bring with it a number of additional challenges.

If restructuring, changing working arrangements or making redundancies, there are a range of legal obligations that must be complied with, as well as the issue of maintaining morale and performance.

This course uses group presentation, discussion and practice; applying the information to a case study scenario, to give attendees the knowledge and tools to manage change effectively. It is ideal for anyone who may be involved in planning or managing the implementation of change within an organisation.

PERFORMANCE APPRAISALS

// Half Day

An effective performance appraisal can have a strong effect on business performance. It can help individuals contribute to their full potential, enhance management effectiveness, align employees with organisational goals and improve motivation and morale.

Given these benefits, it is not surprising that more and more organisations are putting into place some form of performance appraisal process. However, many find that it becomes a time consuming paper exercise which fails to deliver the potential improvements in individual, team and business performance.

This course will provide you with the techniques for managing performance and how to give effective feedback. If relevant, we can also facilitate discussion around developing a new performance appraisal system for your organisation.

POSITIVE ABSENCE MANAGEMENT

// Half Day

It is estimated that in 2015 the average level of employee absence was 6.9 days per employee, per year, at an average cost of £560 per person.* Absence can lead to lower service levels, increased costs in respect of overtime or other cover, and have a negative impact on individual and team morale.

We can help you to find solutions that can be applied in your organisation, to create a significant improvement in absence levels and employee performance.

★ Source CIPD Annual Survey Report 2015

PERSONAL EFFECTIVENESS

// Half Day

Juggling the demands of a busy job can be difficult, and we often do not take time out to think about how we may work more effectively.

This course aims to help individuals work smarter (not harder) by looking at areas such as time management, stress, organisational skills and thinking strategies.

RECRUITMENT, SELECTION AND INDUCTION

// Half Day

Getting the right people in the right place at the right time is key to the success of any business.

Getting it wrong can lead to poor performance, disruption, increased costs and high staff turnover.

Effective recruitment, selection and induction processes can significantly improve the quality of people you employ, their motivation and their effectiveness, as well as protecting you from legal action.

RESULTS THROUGH PEOPLE

// Half Day

As long as an organisation depends on people to fulfil their business objectives, then the most important ingredient in gaining success is an effective team.

One of the biggest challenges for managers is to lead, manage and motivate their staff in a way that maximises their performance. This course looks at the key areas that managers need to understand and consider; including team dynamics, motivation theory, how to manage conflict, assertiveness, effective delegation and key communication principles.

PRACTICAL PERFORMANCE MANAGEMENT

// Half Day

One of the most common, and most consistent, tasks of a manager is managing the performance of employees. While good performance management benefits everyone in the organisation, it is also a continuously evolving cycle, ensuring that the performance of individuals, and the business, are improving year on year.

In this interactive course we cover all aspects of the performance management cycle; setting performance standards, supporting performance and managing the consequences of poor performance – all from a practical perspective with case studies and examples throughout.

TOPIC EXTRAS

Examples of topics that we can build into courses, or run as short workshops include:

- Effective Communication
- Holding difficult Conversations
- Dealing with Conflict
- Bullying and Harassment
- Dealing with Grievances
- Managing stress
- Basic Coaching Skills
- Developing Your Team
- Assertiveness
- Time Management
- Basic Negotiation Skills
- Redundancy
- TUPE
- Family Friendly Rights
- Working Time and Annual Leave

BESPOKE TRAINING

// Price On Request

In addition to all of the above, if our standard training events don't quite 'fit the bill' or you just fancy something different, or specific to your business; our team of experts are happy to draft a training course to your exact requirements, taking into account your preferred subject areas, required length and even specific content items and reference to your organisation if this is your wish. Additional subjects may also be covered on request.

Our Trainers

1 Croner have in-house accredited trainers for both generic and bespoke industry specific Employment courses.

2 Our Employment Consultants operate daily in a wide range of issues and therefore are able to supplement your training through real-life experiences and with up to date legislation.

3 Our Consultants have a wealth of knowledge and experience gained from many years within industry and other organisations as well as their many years within Employment consultancy.

4 Extensive experience in delivering courses and are able to answer questions relating to the subject.

Health and Safety

Croner can provide a range of health and safety courses both accredited and non-accredited.

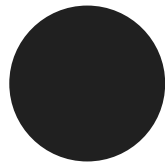
Our courses range from 1/2 day topic specific up to 4-day Managing Safely which is a recognised Industry standard. We can cater for bespoke training needs, by offering specific topics, varying length of content etc. combining courses or tailoring them entirely, to suit your organisations requirements.

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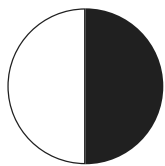
Webinars // Free

- Practical Risk Assessment
- Fire Awareness
- Accident Reporting and Investigation
- Hazardous Substance Assessments
- Working at Height
- Slips and Trips



Accredited

- IOSH Managing Safely
- IOSH Working Safely



Non Accredited

- Health & Safety for Directors and Owners
- Health & Safety for Managers and Supervisors
- Manual handling
- Risk Assessments
- COSHH Assessments
- Fire
- Accident Investigation

Our Courses

Webinars // Free

The Croner webinars are free, practical and interactive training courses, providing a foundation in basic elements of health and safety legislation. Each webinar lasts around 45 minutes, with a written question and answer session available at the end. The courses are designed to enable participants to handle common compliance issues that may arise, in a professional and positive manner. The webinars take place each on a monthly basis and cover various health and safety topics, with the current webinar schedule available on request.

BESPOKE TRAINING

The consultants can produce bespoke courses to fit specific clients' needs for the industry sector, whether for the Care Industry, Hospitality, Manufacturing, Distribution and Warehousing, Offices etc. This might include amalgamating a number of topic areas into a half day/full day training to fit your specific needs.

Or, alternatively if you have a training need that does not appear to fit any of the categories please get in contact to discuss your needs and we will endeavour to provide a solution to your specific training requirements. Our trainers have extensive industry breadth and knowledge and are highly recognised in providing a first class experience for delegates.

Accredited Courses

Accredited courses are those with an examination and a recognised qualification, primarily we use IOSH. The accredited courses will always need to cover set topics and format but with scope to tailoring discussions around your needs and include the following:

IOSH Managing Safely

// 4 Days

Managing safely is aimed at managers and supervisors in any sector/ organisation. It's designed to get managers up to speed on the practical actions they need to take to handle health and safety in their teams. The course covers eight different modules over four days, including assessing risks, controlling risks, understanding responsibilities, identifying hazards and investigating accidents and incidents. As an accredited course, delegates are required to take a short test and hand written practical assessment.

On satisfactory completion delegates will receive the nationally recognised Certificate issued by the Institute of Occupational Safety and Health (IOSH).

IOSH Working Safely

// Full Day

Working safely is a one day course for people at any level and any sector needing a grounding in health and safety. It's designed to give staff an introduction to health and safety. The course covers a number of modules including defining hazard and risk, identifying common hazards, improving safety performance and protecting our environment. As an accredited course delegates are evaluated using a multi format question paper and multiple choice hazard spotting exercise.

On satisfactory completion delegates will receive the IOSH Working safely certificate as proof of your qualification.

Please note

There are additional accredited courses we may also be able to provide which are not identified here. Please contact us for more details.

Non-accredited Courses

Croner will provide non-accredited training courses. The consultants employed by Croner have a wide breadth of knowledge and experience enabling them to provide a range of different health and safety topics covering most training requirements.

Health and Safety for Directors and Owners

// Half Day

Is your organisation at risk of corporate manslaughter? This course is aimed at the responsibilities of Owners and Directors to help them understand their role in safety management. At the end of the course they should be able to understand their organisation's shortfalls in health and safety policies and understand the strategic decisions that need to be made to protect their organisation, including; the appropriate steps required to minimise the potential for being held accountable for corporate manslaughter.

Health and Safety Introduction or Refresher for Managers and Supervisors

// Half Day

Managers and supervisors have an important remit in health and safety in the workplace. This course is aimed at reminding them of their health and safety responsibilities, review of legislation new legislation and guidance. They will also review the importance of in-house health and safety checks and/or auditing. Additionally, an overview on the key safety aspects including fire safety requirements, manual handling, DSE requirements and training will be provided.

Manual Handling Training

// Half Day

Poor manual handling is one of the largest causes of workplace injuries. It is a legal requirement to ensure all staff who undertake significant manual handling are trained. The course will teach delegates to lift, carry, push and pull objects safely within their individual capabilities and combines both theoretical and practical elements to the training. Training is usually best undertaken at your workplace in order to demonstrate correct techniques in a real workplace environment.

Manual Handling for Demonstrators

// 2 Days

Where organisations have extensive requirements for staff to undertake manual handling and large numbers of staff/or high staff turnover it may be practicable for individuals managers or supervisors to be trained to deliver manual handling training rather than arranging for a consultancy to give repeat training.

The course will give delegates working in a supervisory or management position to understand and follow the principles of movement including the functions of the spine and associated risk factors and safe principles and practices of manual handling. It will also provide training on the completion of manual handling assessments. As part of the course delegates will be required to demonstrate to the group a short training presentation covering some of the Principles of Manual Handling and correct manual handling techniques.

At the end of the course the delegates will be competent to deliver training on manual handling skills to colleagues within the workplace.

DSE Train the Trainer

// Full Day

The Health and Safety (Display Screen Equipment) Regulations 1992 requires employers to carry out specific work station assessments. This course will provide delegates with the necessary skills to undertake a suitable and sufficient workstation assessment and be able to adjust an individual's workstation accordingly to avoid musculoskeletal injuries.

Accident Investigation Training & Dealing with Enforcement Bodies

// Full Day

With any organisation it is hoped that accidents do not occur. However, when an accident does occur you need to be assured that it is handled appropriately, including the follow-up investigation into the root causes. At the end of the course delegates should have a clear understanding of importance of reporting all accidents, RIDDOR, investigating accidents and primary root causes of accidents and actions that can be taken to reduce further incidences as well as dealing with enforcement bodies who might investigate.

Risk Assessments

// Full Day

A requirement for all organisations risk assessments are the bedrock of health and safety and requires a competent person to undertake. For those persons with health and safety responsibilities this course will prove invaluable in helping to protect the organisation from risk and ensuring legal obligations are met. At the end of the course, delegates will be able to understand the principles of risk assessment, know how to carry out risk assessments and apply this understanding to their workplace.

Fire Safety for Fire Wardens

// Half Day

Fire training is required by all organisations, the extent of the training required is dependent upon the extent of the responsibilities. This course is aimed at those with additional requirements as a fire warden/fire marshal and covers: The Duties of the Fire Marshal; Fire Risk Assessment Contents; Fire Training; Fire Safety and the Law; The Science of Fire; Common Causes of Fire; the Development and Spread of Fire and Structural Fire Safety.

COSHH Assessments

// Full Day

If you use hazardous substances there is a requirement to undertake COSHH assessments. The safety data sheets provided by suppliers are not an assessment in themselves but are purely an information source. They do not take into account how you use the substance, how frequently you use etc.? This course aims to give delegates the understanding of what the different classifications mean, an understanding of hierarchy of controls, and the practical completion of a COSHH risk assessment.

Please note

A combination of training can also be arranged as befits the organisation requirements to cover a day's H&S training.

Our Trainers

1 Croner have in-house accredited trainers for IOSH courses.

2 All consultants with Croner are registered with OSHCR (Occupational Safety and Health Chartered Register).

3 Extensive experience in delivering courses and are able to answer questions relating to the subject.

4 Our consultants have a wealth of knowledge and experience gained from many years within industry, local authority and other organisations as well as their time within consultancy.

5 Our consultants operate daily in a wide field of industries and therefore are able to supplement your training through real-life experiences helping to bring health and safety to life!

Lets Talk.

PHONE 0800 032 4088

ONLINE croner.co.uk