



Retention and the employee experience

Online course description

Leaders face tough challenges: the tide of resignations coupled with skills shortages: pent-up emotions from the pandemic experience: the uncertainty ahead: feeling your way through new hybrid working models, and more. These demand a focus on retaining people by offering them an outstanding employee experience to suit their individual needs and motivations.

The employee experience you offer must change because the pandemic has changed our world experience and, therefore, our motivations at work. Enforced working from home has taught people that the core of their job can be done in a way that suits them. The employee experience has, thus, become about individuality in the workplace.

Learning outcomes

On successful completion of the course, you will have developed the building blocks that enable you to continuously adapt to the unforeseen. You will have developed:

1. leadership styles that you can continuously adapt to each individual and set of circumstances
2. an understanding of people's different and changing motivations and how to adapt your style and your processes to get the best out of our people
3. the skills to create a high-performance culture
4. the leadership style and techniques to create great spirit, keep people on track, and support the growth and development of your people and your business

Course content

In this self-managed course, we consider the key aspects of the employee experience. We support you in developing your understanding and then applying this to today's ever-changing leadership challenges.

Module 1: Basic skills – coaching and mentoring

Become proficient in using a range of interpersonal and relational skills that you can apply to leadership, team working, relationship management and so many other interpersonal relationships.

Module 2: Understanding motivation

Understand motivation and know how to identify people's individual and changing motivations and adapt your style and your processes to personalise them to individuals.



Module 3: Organisational culture

Understand how culture is influenced and the impact it has on the employee experience, as well as on business performance

Know how to manage cultural values and create a compelling vision that will engage your people

Develop policies around talent management and performance management that positively influence the culture and raise employee engagement

Module 4: The importance of growth

Understand different performance management models and their impact on business performance

Identify the model that is right for your organisation

Understand how different attitudes play out and know how to manage these

Set performance standards and know how to differentiate performance and potential

Develop non-financial reward and recognition techniques

Understand the relationship between pay, development, and performance

Facilitate career planning and development for your people

Create dynamic succession planning that has a practical application

Gain proficiency in handling difficult performance conversations including how to manage the performance appraisal process.

Module 5: Leading hybrid teams

Develop your own style and techniques to effectively lead your team, starting with your own self-awareness and managing your emotions and stress levels

Develop your own style and techniques to create great spirit, keep people on track and measure results, support growth and development of your people and your business

Make virtual working effective by creating a shared understanding of how to get the best out of virtual meetings and managing your own time.

Who will teach you?

Janice Caplan | HR consultant, author, coach-mentor, University governor and HR committee chair, former CIPD Vice-President

Michelle Selinger | Freelance consultant specialising in technology-supported innovation in learning and teaching

Who is this course suitable for?

Anyone who is responsible for leading and managing others who work remotely, or on-site, or a mixture of the two.

The course can be adapted for group work and combined with classroom sessions.



NEW WORLD TALENT

Methodology

- A rich mix of content media including text and video
This provides a highly interactive engagement experience, enabling you to choose learning options that best suit your preferences
- Real-life case studies and scenarios
These are a key feature of the course, bringing all issues to life, generating discussion, and helping develop new perspectives. Although they are optional, working through significantly enhances understanding
- Skills-based activities
These guide you through immediate application at work, enabling you to implement learning as you go
- Discussion forum
Here you can share thoughts and ideas with and seek help from other delegates.

Duration

Approximately six hours of online study for **each module**, plus time to implement ideas at the workplace.

Customised versions

The course material can be purchased outright to add to your own material and teaching. We can customise the course to your purposes.

Please contact: janice@thescalagroup.co.uk