

## Managing Challenging Staffing Situations

**Date:** 20<sup>th</sup> November 2024  
**Times:** 0930 - 1300  
**Venue:** Zoom Online Platform  
**Places available:** 12

**Fee/s:**

<b>NfP Members</b>	<b>£65</b>
<b>Non Members</b>	<b>£115</b>

**This workshop is suitable for: Team leaders, line managers and supervisors**

### **Aim:**

The aim of this workshop is to equip managers with the knowledge, skills and strategies to effectively manage some of the more common challenging staffing situations that line managers encounter. During the workshop we will consider employees who are not performing in their role; employees with high levels of short-term absence; employees who are disruptive and employees who display a negative attitude.

### **Programme:**

During the workshop we will cover:

- Why we need to manage challenging situations
- How to give effective feedback – a model that can be applied in any situation
- How to identify an employee not performing in their role
- How to start an informal performance management process, using a Performance Improvement Plan
- How to effectively manage employees with high levels of short-term absence
- What you can and cannot do as an employer
- Managing employees who are disruptive and display a negative attitude
- Understanding motivations
- Applying a 'firm but fair' management style

### **Workshop format:**

The format will be informal and participative – everyone has an important contribution to make to the discussions.

A typical workshop will cover:

- Management theory and research input from the trainer
- Learning from our shared experiences
- Small group work to discuss and share ideas



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### **Trainer Information**

**Tracy Madgwick** has delivered management development, supervisory, team facilitation, interpersonal skills and HR training for line managers for a wide variety of organisations in the private, public and not for profit sector. She also advises organisations on how to manage challenging staffing situations as well as providing mentoring and coaching for other HR professionals. For the last 10 years she has run her own HR Consultancy company and works with a small team of Associates. She is a fully qualified member of the CIPD (Chartered Institute of Personnel and Development) and licenced to deliver MBTI (Myers Briggs Type Indicator), DISC and C-me tools.

### **Booking Information**

**To book a place/s email**

[bookings@networkforpractices.co.uk](mailto:bookings@networkforpractices.co.uk)

*Our acceptance of your booking brings into existence a legally binding contract between us on the following Terms & Conditions - If places are booked but cancelled before payment has been made or a candidate DNAs, the fee will remain due. Cancellations will attract a refund if the course is subsequently fully booked. To avoid any confusion, we ask that Cancellations are by email only. We will make every effort to resell the cancelled place. Where places are free a £25 charge will be applied to cancellations/DNAs. Payment is required within 30 days from date of invoice.*