



# NYHR

## Bespoke Training Packages

Our team of HR professionals are experienced in the day to day practice of supporting schools to manage HR issues. Our training provides practical tools and guidance to develop the skills, knowledge and confidence essential in managing staff and improving personal effectiveness.

Bespoke training packages are tailored to support individual and organisational development. They engage staff in self-reflection and learning, which has a positive impact on performance.

### Bespoke Training Programmes

Working closely with you to identify training needs, we will develop a bespoke programme to build the resilience and skills that make a difference for your staff. We are working with schools on a range of programmes, including:

- Resilient leadership
- Improving engagement and productivity
- Developing a coaching culture; coaching conversations

Events are delivered at a time and place to suit you, including training days and twilight sessions.

### Coaching

Coaching can be particularly useful to individuals taking on new challenges, or in a new role, such as first Headteacher appointment. Our coaches offer one to one support and are skilled to listen and challenge, enabling individuals to develop fresh insight, and identify actions to achieve their goal. Coaching empowers individuals to overcome barriers and maximise their potential in a confidential, non-judgemental environment.

We can provide accredited coaches from the NYCC Coaching Network at a location and time to suit you.

# Effective development for leadership teams and school staff

We offer a range of training events at venues across the county, as detailed below. Information regarding dates and venues are available from NYES. These sessions can also be delivered in your school, or in collaboration with other schools in your area. We will tailor the content to meet your needs, and provide training at a time and place to suit.

## Coaching conversations for managers

- Define the basic principles and benefits of a coaching style
- Develop the knowledge and skills to hold effective coaching conversations, for a motivated and engaged workforce who need to be managed less on a day-to-day basis
- Practice the skills and improve confidence to hold coaching conversations

## Challenging conversations and managing conflict

- Gain confidence to hold structured, effective conversations across a wide range of situations
- Identify actions and changes in behaviours to resolve issues
- Develop self-awareness of your conflict management style
- Create a positive and resilient approach to conflict resolution

## Holding people to account, developing performance and capability

- Effectively manage performance issues, through objective feedback and early interventions
- Understand the policies that support good performance management
- Develop your ability to hold challenging conversations that engage individuals to focus on evidence and action for improvement, working within the relevant policies and support plans

## Appraisal

- Reflect upon how your appraisal system supports continuous improvement
- Explore the impact of delivering well planned conversations to engage and motivate staff
- Ensure staff are clear about the criteria for assessing performance and understand their contribution to the aims of the organisation
- Review target setting

## How to succeed with common HR issues

- Improve your understanding of the policies, terms and conditions and legislation that governs the employment of staff in your school
- Review current practice and make informed robust decisions for effective management of staff
- Be aware of the risks and how to avoid getting it wrong

## Building resilience and managing stress

- Understand the factors that may affect your personal resilience
- Develop your personal action plan to build personal resilience and resilience within your team

*“An excellent course with a chance to discuss/reflect on current issues in school and how to adapt my current practice so that evidence is clear and procedure is followed.”*

Holding people to account, developing performance and capability

## Contact us

To find out more about any of the services we offer and how we can support you please contact the North Yorkshire Education Services team:

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