



Learning & Development

DISCOVER HOW WE CAN HELP TO GROW, DEVELOP AND RETAIN YOUR PEOPLE THROUGH OUR LEARNING & DEVELOPMENT INTERVENTIONS TO MAKE YOUR ORGANISATION A BETTER EMPLOYER.



We do
HR, but
a little
differently.

MUSE:HR are accredited by:



"For the best return on your money, pour your purse into your head."

Benjamin Franklin

"Change is the end result of all true learning."

Leo Buscaglia

"Leadership and learning are indispensable to each other."

John F. Kennedy

"Success in management requires learning as fast as the world is changing."

Warren Bennis

"That is what learning is. You suddenly understand something you've understood all your life, but in a new way."

Doris Lessing

"An organization's ability to learn, and translate that learning into action rapidly, is the ultimate competitive advantage."

Jack Welch

WELCOME TO MUSE:HR LEARNING & DEVELOPMENT



We are on an absolute **Mission to Make Organisations Better Employers** and what better way to become a better employer than to invest in your people's learning and development so they can become an even better professional within **YOUR BUSINESS!**

DID YOU KNOW?



Recent research has shown that millions of UK employees are not receiving regular training.



Over 22 million UK employees do not feel equipped with the skills they need to unlock new opportunities.



82% of people managers have not had any formal management or leadership training!

We think this is shocking. Finding, growing, developing and retaining your talent is the greatest step you can take in achieving long-term organisational growth and success.

In our experience investing in effective training for your people has lots of benefits for you, your employees, teams and business!

Investment in Learning and Development initiatives can result in the following benefits:



Makes employees feel **HAPPY** and **GOOD** about their work, as they feel a valued team member.



Gives employees new **SKILLS** and **CONFIDENCE** to do their job better.



Supports personal and career **GROWTH** plans.



Improves **ENGAGEMENT**.



RETAINS your talent.



REDUCES replacement costs.

HOW WE DO IT DIFFERENTLY?

Our courses are created and designed by US and are based on our practical experience!

Every course we deliver is professional, practical and FUN and relates to your business. To ensure we deliver the best course possible, we take time getting to know your business, your company culture and your people which then allows us to deliver your training with your specific needs in mind.

All our courses follow our three step system which Explores, Equips and Empowers attendees with the skills to really understand their people and colleagues and also helps them to understand human behaviour. They will be amazing at creating and/or contributing to a positive work environment where people can thrive, add value and be themselves whilst improving team performance, satisfaction, motivation and improving the bottom line business results.

We use our expertise and experience to share real-life insights and tips and we also encourage our learners to share their experiences and knowledge, ensuring that best practices are shared and developed.

We deliver our training courses in a variety of formats to suit your business and time needs.



**Face-To-Face (in-person)
training**



Hybrid Learning



Online Training

WHO BENEFITS FROM OUR TRAINING?

MUSE:HR is a HR and Learning Consultancy with a difference. We focus on the 'Human' not just the resource and we deliver a range of HR and learning solutions for businesses and their people managers to make their organisations better employers!

MUSE:HR was formed in 2014. Like all businesses the branding needed meaning and it needed to be a reflection for how HR should and would be delivered.

Leaders & Managers

**New Managers &
Supervisors**

Team Leaders

**Employees moving
into managerial
positions**

OUR 3 STEP SYSTEM

Your business deserves the ultimate training experience to accomplish your business and people goals. To ensure this happens we follow our own unique three step process :

THREE STEP SYSTEM

Step 1: Explore Your Current Challenges

We explore your challenges.

We explore your current skills set to make sure we pitch the training at the correct level.
We discuss which training option is best for you.

Step 2: Empowering You

During the training we are enhancing participants skills, capabilities and knowledge through memorable activities.

We use teaching techniques and practices that will make participants feel safe and comfortable and will develop them whilst keeping their motivation levels high.

Step 3: Equipped with Resources

We will equip you with the appropriate resources so your business can perform more effectively.

We can help you embed the learning and new skills into day to day activities.
and will develop them whilst keeping their motivation levels high.

TAILORED TRAINING PACKAGES

Our Training Packages Are Tailored To Suit Your Business

We underline all of our Training courses with DISC profiling

To design the best possible training courses for your people, it is important that we understand their behavioural styles so we can then deliver the most effective training in their “language”, ensuring that the learning is retained and applied. By utilising the DISC system, we are able to understand individual behavioural preferences.

Bespoke Programmes

We create and design bespoke leadership and management training, flexibly designed to suit your business needs.

We take the time to learn about your organisation and culture to ensure the course we deliver is right for you.

You may need a single stand-alone module or a full management development programme – either way, we'll work with you to find the best solution suited to your business.

Open Courses

We also hold open access courses so that individuals, as well as the whole business, can benefit from our training. You will be working alongside other delegates from different organisations and industries which also gives you the opportunity to network to grow your business and connections. Some of our most frequently requested courses are:

-  DISC Masterclass
-  Fundamental of Employment Law
-  HR Essentials for Managers
-  Manager skills
-  Managing Disciplinary and Grievance Processes
-  Effective Recruitment and Interviewing
-  Performance Management
-  Absence Management
-  Change Management

Get in touch with us to get details on upcoming dates or look on our website for further information.

BRUNCH AND LEARN

We offer a variety of short courses (60 – 90 minutes) covering a range of management skills to make People Managers feel **GOOD**. This also supports their professional development, motivation and engagement. Below are some of the course content that we can offer:

Management Training Sessions

-  Active Listening
-  Assertiveness Skills
-  Conflict resolution
-  Decision making
-  Creating positive team dynamics
-  Delegation skills
-  Giving and receiving feedback
-  Managing remote workers
-  SMART objectives
-  Time Management
-  Teamwork and collaboration

Leadership Training Sessions

-  Coaching Skills
-  Leading through change
-  Mentoring skills
-  Motivation
-  Positive leadership

HR Training

-  Employment Law overview
-  Performance Improvement Training
-  Return to Work Interviews

Personal Growth Training Sessions

-  Developing Resilience
-  Effective communication
-  Managing stress
-  Problem Solving
-  Public speaking and presentation skills
-  Time Management
-  Setting and achieving goals
-  Taking care of your mental health

LEARN MORE...

These are the types of training that we can offer you to build and strengthen your people teams

Topic	Description
Absence Management	Failing to manage employee absenteeism and sickness at work costs UK businesses money and time and can potentially decrease workplace cohesion. Our Absence Management Training Course is designed to help participants manage sickness absenteeism confidently.
Coaching and Mentoring Skills	This module will provide in-depth knowledge about various key aspects of Coaching & Mentoring so participants will be able to design, develop and execute effective coaching and mentoring within their workplace.
Conducting Effective Appraisals and 121s	This session will equip managers with the tools and knowledge on how to prepare and lead an effective performance appraisal and 1-2-1 meeting throughout the year. The course will cover how to set SMART objectives and how to give constructive feedback.
Change Management	This module will provide participants with an understanding of the theory behind change management, coupled with practical tools to understand reactions to change and will support employees facing change or upheaval in the workplace.
Chartered Management Institute Accredited Qualifications	We offer a broad range of CMI Leadership and Management qualifications (Levels 3 & 5) Level 3 – Aimed at aspiring, supervisory or first-line managers. The qualification offers a broad range of knowledge, ranging from team leading to project and resource management. Level 5 – Designed for mid-managers. Level 5 focuses on developing core management skills such as managing resources, recruitment and information management.
Conflict Management	This module will provide participants with the knowledge of how to prevent and handle conflicts that occur in their workplace. It will cover the common causes and signs of conflict, how the law relates to conflict management, how to carry out a conflict risk assessment, ways to prevent conflicts and methods for handling confrontations and ongoing cases of conflict.
Delegation Skills	Participants will learn how to use effective delegation as a key development tool to motivate and challenge their people. The training identifies all the considerations that need to be taken before, during and after a task has been delegated.
DISC	People respond better to people that they like and understand. A DISC profile is a guide to self-awareness. The DISC profile identifies how people communicate and interact with others in any given environment. By becoming more self-aware this will improve leadership, management, communication, teamwork and productivity.
Diversity & Inclusion	This session introduces why diversity and inclusion is good for business. By valuing our differences your company is better equipped to engage top talent and improve your business long-term success.

Topic	Description
Effective Communication & Giving Feedback	Effective communication skills are essential for workplace success. Participants in this course learn essential communication skills and strategies necessary for giving and receiving feedback and building confidence in their ability to effectively communicate feedback to their team members and colleagues, including their manager.
Effective Investigations	This module will cover how to conduct thorough investigations for disciplinary or grievance issues and the importance of conducting investigations before commencing a formal procedure.
Effective Time Management	This course explores the need for reflection, planning, organising, setting goals and responding to day-to-day activities and demands. The course will look at methods of time management and how to make time management a daily practice.
Employee Engagement	Participants will learn why engagement is important, how to understand and leverage the main drivers and how to identify the signs of engagement and disengagement in their people.
Employee Onboarding: Induction and Probation	This session helps participants understand the benefits of a company induction programme. They will learn what is required to build and deliver a successful onboarding and induction programme for their business and how to actively manage someone during their probation period.
Handlings Grievances	This module will cover how to resolve grievances informally, how to conduct a formal grievance hearing and the legal framework surrounding grievances, including the risks of failing to follow a comprehensive process.
Holding Disciplinaries	Managers will learn how to run a disciplinary hearing, ensuring compliance with the ACAS Code of Conduct, the difference between misconduct & gross misconduct and the range of reasonable outcomes from disciplinary hearings.
HR Essentials for Managers - a One Day Introduction to HR	An Introduction to the following topics: - Employment Law Fundamentals - Discrimination and the Equality Act - Recruitment, Induction and Probation - Managing Attendance - Discipline and Grievance - Performance Management - Appraisal Skills
Influencing and Assertiveness Skills	Participants will be able to describe the main features of assertive, submissive and aggressive behaviour, identify their own preferred behavioural profile, identify non-verbal behaviour and the impact that this behaviour can have on others.
Managing Difficult People	This course is ideal for managers who want better techniques to 'handle problem people' or 'deal with difficult staff'. Its focus is to teach managers more effective ways of managing performance or attitude problems before they become serious and what to do if action is needed.
Motivation, Team Working and Team Leadership	Participants will develop an understanding of the factors that influence how people behave at work and investigate a range of leadership styles to motivate individuals and monitor performance.

Topic	Description
New Manager	Ideal for new managers, this module covers the personal transition from team member to manager, the qualities of an effective manager and how to build credibility as a new manager within the team.
Organisational Culture and Values	Our culture and values workshop will help organisations define their organisational culture and values and convert these into clear behaviours.
Performance Management	This course will help participants identify poor or under-performance. It will take an in-depth look at how coaching and structured feedback can support performance.
Principles of Leadership	This module will prepare managers for a new challenge as a leader. Attendees will understand the principles of leadership and how to apply them in practice.
Problem Solving and Decision Making	Solving problems and making decisions are daily events. This course aims to increase participants awareness of how to analyse problems that arise and how to employ techniques to generate solutions.
Recruitment, Selection and Interviewing	This session covers how to attract talented applicants to your business, interviewing (including preparation and planning) and how to conduct effective interviews and follow up.
Running Successful Meetings	This course will look at the role of the chairperson and the tools and approaches they can use to get the maximum benefit out of meetings, ensuring that meeting objectives are achieved.
Succession Planning & Talent Management	By the end of this highly interactive training session, participants will have a guaranteed way to create a succession plan and have a range of easy-to-use skills to manage and retain talented staff.
Team Building	Our team building workshops are packed full of useful teamwork training exercises, tips and techniques that new and experienced managers will find essential in showing how to lead effectively, putting them on the path to becoming successful managers and team leaders.

WHAT'S INCLUDED IN OUR TRAINING?

We deliver **FUN** and engaging courses that include a specific set of objectives to help your organisation and people achieve their goals!

Participants will receive:

A DISC profile that they can take away

Key course notes

Training Materials



Transferring the Learning to the Workplace

We can offer a learning transfer system for each of our training courses to help your organisation manage and measure the difference that the learning and development activities have made to employees, teams, divisions, organisation and customers.

This system ensures that you can measure the Return on Investment of our training using a simple stand-alone cloud-based system.

We partner with a professional coach who can be engaged to work with participants to ensure that any learning that takes place is being transferred and embedded in the workplace.

WHAT DO OUR CLIENTS SAY ABOUT US?

“DISC is a powerful tool to help build relationships internally and externally. By better understanding our communication and work preferences, MUSE:HR’s workshop brought this to life for the team, in a fun and engaging way. Since the session, I’m seeing the team start to talk about situations in the context of DISC and they have requested that we cascade the training further, which is great.”

Director of Engagement, The Smallpeice Trust

“We have enjoyed working with MUSE:HR who provided a workshop on employment law for our management team, to help with a review of our company handbook and to answer specific HR queries. The friendly, well-informed service we have from Muse is helping us to improve the way we work across the business.”

Managing Director, Bordon Hill Nurseries

“MUSE:HR have delivered a number of training courses for us, focussing on core HR best practices. They are attentive to understanding the business needs and willing to adapt their content accordingly delivering the training in a structured and simple way.

Both Judi and Suzie engage with the audience providing the right balance between training and discussion and the training includes a good mix of activities to keep audiences well engaged.

“We’re grateful for MUSE:HR’s ongoing support.”

HR Manager, Playground Games

MUSE:HR Have so much more to offer than just supplier of standard off the shelf HR services. WAGO UK+I challenged MUSE:HR to deliver people management training for the Management and Executive teams. The training which Judi delivered gave the whole team a chance to ask questions and to use real life scenarios, therefore making the sessions very interactive, informative and fun. Judi ensured that she translated employment legislation into easy to understand policies and practices which is something that the whole team and I personally took away from the sessions. I would not hesitate to recommend MUSE:HR to anyone considering any type of management/ leadership training and development.

Managing Director, WAGO Limited UK & Ireland

Judi and Suzie ran a fantastic session for our team which we all thoroughly enjoyed. They had great rapport with each other and us to keep us engaged and comfortable to fully participate

Judi and Suzie were great hosts and made everybody feel welcome and their experience and knowledge in DISC really showed.

"Both ladies were brilliant, kept the energy up".

"Both trainers are friendly and patient for helping everyone fully understand concepts covered".

"Judi and Suzie are very friendly, knowledgeable, engaging and energetic".

Participants of Courses

Why Choose Us As Your HR And Learning Provider?

1. We are **results based**, our courses are designed to up-skill your team and achieve your business objectives.
2. We are **FUN and provide a different training experience**, we design the training to keep your team energised, inspired and motivated!
3. You people managers will leave with a plan of action to **enable them to be better managers**.
4. Your organisation will become a **better employer**!

WHO ARE MUSE:HR?

MUSE:HR was formed in 2014 and we are on a mission to make organisations better employers! Like all businesses the branding needed meaning and it needed to be a reflection for how HR should and would be delivered.

Based in Warwickshire and working across the UK, MUSE:HR offers HR Consultancy with a difference. We typically work with organisations who employ between 6 and 50 employees. In our experience, managers are promoted because they are good at their jobs, but do not receive the training and support they need to manage people. This can lead to issues with team performance, including poor communication, lack of motivation and an inability to delegate or feedback appropriately which can result in conflict and individual burnout.

We can help make a difference by delivering effective management training and coaching so your managers have the time to do the work that they love.

muse
/mju:z/

This person, in order to be 'truly' creative, must be liberated from constraints and allowed to operate as their muse suggests.

Based in Warwickshire and working across the UK, MUSE:HR offers HR and Learning support with a difference.

Typically, we work with organisations who employ up to 50 employees and we also deliver projects and training interventions for larger organisations.

Notes

Are you ready to start working together?

Contact Us Today



0758 4053 963



hello@musehr.co.uk



www.musehr.co.uk

MUSE : HR

