

# People Manager Training



The Talent Labs is a leading global membership, training and consultancy organisation providing practical, tactical and strategic insight and support to a thriving community of some 13,000 Talent professionals.

With combined Talent experience of over 200 years, we are passionate about delivering a range of services and solutions to members and clients across the Talent industry to help make it that little bit easier.

The Talent Labs has extensive experience of designing and delivering training to both Talent professionals and people managers over the past 10 years.



## Support

Downloadable practical tools and resources that mean you never have to start something from scratch



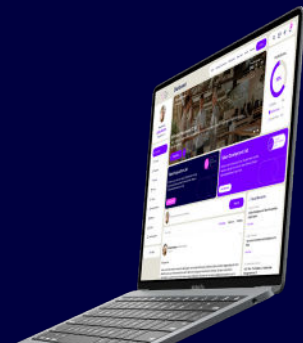
## Develop

Virtual training and mentoring or bespoke capability solutions to meet individual and team needs



## Connect

With peers via our discussion forums and member-only connectivity platform



## Inspire

Annual awards that showcase the very best in in-house recruitment and TA



# People Manager Training



Success in recruitment, management, or talent development hinges on your ability to engage and develop excellent people management skills throughout your organisation. The Talent Labs training offers a series of interactive modules tailored for both novice and seasoned managers. Our goal is to:

- Support your strategy and processes by developing the core skills of your people managers.
- Engage people managers to understand their role and how to get the best from their people.
- Develop strong partnerships between people managers and the teams across the talent lifecycle.
- Deliver better results from your investment in recruiting, retaining and developing your talent.

## Who It's For

There are various levels of modular training content ensuring that no matter what level your Talent team is currently operating at there will be options suitable for everyone.

## How It Works

Modules can be delivered live, in-person, or virtually by an experienced trainer. All modules can be customised to business requirements, or processes. We also offer our courses in eLearning format, packaged in a compatible file for your learning platform (i.e. SCORM compliant).

## How Much It Costs

- 90 minute virtual and 120 minute live sessions are priced from £650
- Prices are exclusive of VAT
- Travel time and expenses are charged separately
- Design costs are dependant on client requirements

## Meet The Team



Rachel Dalboth  
Director, TA Centre  
of Excellence



Jemma  
Wilkinson  
Talent Solutions  
Manager



Sarah Lane  
Talent Solutions  
Manager



Jo Riche-  
Webber  
Talent Solutions  
Delivery Manager



Agne Kinduryte  
Talent Solutions  
Delivery Manager

# Course Content



## The Importance of TA and Your Role In It

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This content is designed to clarify Talent Acquisition, its benefits, pitfalls, your role in the process, and the importance of working effectively with recruiters.

Module Outline:

- What Talent Acquisition is and how it differs from recruitment
- The benefits of getting Talent Acquisition right
- Why hiring can sometimes go wrong
- The true costs of a bad hire
- Your role in Talent Acquisition and why it is so important
- Positive partnering with your recruiter.

## The Positive Power of Inclusive Hiring

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This content is designed to explore the impact of diversity and inclusion on business, types of discrimination, understanding unconscious bias, and mitigating bias in the talent acquisition process.

Module Outline:

- The positive impact diversity and inclusion can have on business performance
- The different types of discrimination that exist
- What unconscious bias is – where it comes from, how it manifests and how it can impact our treatment of others and potential decisions
- Mitigating against unconscious bias and discrimination in the various stages of the talent acquisition lifecycle.

## Understanding and Articulating Requirements

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This content is designed to equip hiring managers with skills to accurately articulate role requirements and craft effective job descriptions.

Module Outline:

- Using job analysis techniques to identify what behaviours will drive success in a role
- Deciding on essential and desirable criteria
- Creating an engaging job description.





# Course Content



## Brand Advocacy

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This content is designed to enhance ambassadorial skills, focusing on reputation management, social media, and leveraging profiles to attract candidates.

Module Outline:

- Module Outline:
- Reputation management and brand advocacy
- Your role as a brand ambassador
- The impact of social media
- Using your profile and website to attract active and passive candidates.

## Attraction & Sourcing

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This content focuses on creating compelling job adverts, leveraging referrals, and exploring sourcing channels.

Module Outline:

- Crafting a powerful job advert to attract the best diverse talent
- The power of referrals
- Understanding different sourcing channels.

## Screening & Selection

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This content focuses on effective screening, assessment methods, and the PERFECT interview model.

Module Outline:

- Deciding on your screening criteria
- Selecting the right assessment approach
- Using the PERFECT interview model to select diverse talent.

## Offers & Onboarding

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This content highlights the role of Hiring Managers in offer management, onboarding checklists, pre-boarding planning, and creating bespoke 30/60/90-day plans.

Module Outline:

- Your role in the offer and onboarding process
- Best practices for effective offer management
- Creating and using an onboarding checklist
- Effectively planning and executing pre-boarding activities
- How to create a bespoke 30/60/90 day.



# Course Content



## Candidate Experience & Engagement

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This content focuses on the importance of candidate experience, engagement strategies, consequences of disengagement, identifying opportunities, key metrics, and common pitfalls.

### Module Outline:

- Importance of positive candidate experience
- Engagement and experience flow
- Consequences of not engaging candidates
- Identifying engagement and experience opportunities
- Metrics and measures
- Common mistakes to avoid

## Effective Feedback

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The core management skill of giving feedback that makes a difference is key to driving day to day performance and engagement across your business. Invest time in developing your managers ability to prepare and deliver great feedback that drives higher performance.

### Module Outline:

- Models to give and receive effective feedback
- Managing responses to feedback
- Development planning using feedback



# Course Content



## Coaching and Mentoring Skills

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Both are fundamental skill of effective management. Support your managers to develop their teams day to day through great coaching conversations and sharing their experience or knowledge in an effective way.

Module Outline:

- Understanding the difference and the processes
- Understanding the roles, expectations and behaviours
- Coaching and mentoring skills to get results
- Self-reflection, observation and support

## Conducting Talent Reviews

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Communicating talent reviews is often something managers dread. Support them to handle these conversations effectively and use them to develop stronger relationships with their team whilst exploring their career aspirations.

Module Outline:

- Objectively reviewing talent and potential
- Holding effective career conversations
- Explaining and agreeing talent review assessments
- Development planning linked to talent reviews

## Assessing Potential

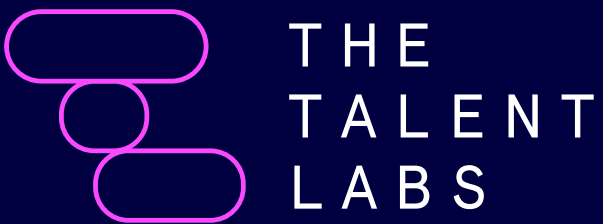
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Often a difficult and inconsistent step in the talent cycle. Help you managers understand potential, how-to asses, and test it. By focussing on this as a core people manager skillset you will improve the quality and consistency of your talent reviews giving you much more effective data to feed into you succession planning processes.

Module Outline:

- Model for assessing potential
- How to observe potential
- Psychologically safe ways to test potential
- Questioning to understand potential





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