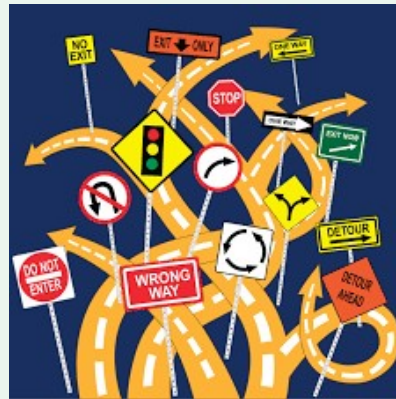


Navigating Managers Training September 2024



What training do our managers need?

- Navigating the numerous resources and options available can be daunting and trixy
- Finding where to start can be a challenge
- So we started at the beginning by working out what were the skills and training managers were asking for, we identified that they needed and working closely with HR colleagues identified key areas for development.

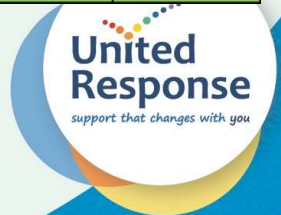


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Identifying the Training needs matrix:

	Absence Management	Investigations	Recruitment	Retention, Engagement & Motivation	Performance Management, Appraisal, feedback	Coaching, mentoring & Mediation	Change Management	Wellbeing, Mental Health & Neurodiversity	Equality & Diversity	Decision Making and accountability	conversations, Feedback & Communication	Leadership & Management	Personal effectiveness & Resilience	Teamworking, maximising team performance
Regional Manager	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y
Area Manager	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y
Registered Manager	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y
Service Manager	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y
Team manager	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y
Aspiring Manager	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y
Lead senior support worker	Y		Y		Y	Y	Y	Y	Y	Y	Y		Y	Y



So what are the options?

- Manager training options



How do they compare against organisational need?

	Lead to succeed Supporting Managers eLearning (SFC)	Manager Induction standards	Diploma Level 4	Diploma Level 5	UR Elearning	In-house training	External face-face	Training plan
Absence Management	Y	Y	Y	Y		Y		30 minute virtual session on UR processes
Investigations		Y	Y	Y		Y		1 hour on process for UR followed by buddy
Recruitment	Y	Y	Y	Y		Y		New Managers meet with recruitment as part of their induction to learn UR processes - Blue octopus, Indeed, Itrent etc
Retention, Engagement & Motivation	Y	Y	Y	Y			Y	Included in any pathway
Performance Management - Appraisal & feedback	Y	Y	Y	Y		Y		45 minute session on UR processes
Coaching, Mentoring & mediation			Y	Y			Y	suspect elements are covered in LTS and MIS
Change Management	Y	Y	Y	Y			Y	Included in any pathway
Wellbeing, Mental health & Neurodiversity		Y	Y	Y		Y		Attend Wellbeing awareness (1/2 day virtual/F-F) Attend Wellbeing Advanced (1/2 day Virtual/F-F)
Equality & diversity		Y	Y	Y	Y			Needs to be refreshed every 3 years
Decision making & accountability	Y	Y	Y	Y			Y	Included in any pathway
Conversations, feedback and communication	Y	Y	Y	Y			Y	Included in any pathway
Leadership & Management	Y	Y	Y	Y			Y	Included in any pathway
Personal effectiveness & resilience	Y	Y	Y	Y			Y	Included in any pathway
Team working, maximising team performance	Y	Y	Y	Y			Y	Included in any pathway
Managing Resources	Y	Y	Y	Y				Included in any pathway
Regulation & Inspection	Y	Y	Y	Y		Y	Y	We do this via RM networks, All staff briefings and ad-hoc webinars



Pathways:

Role	Pathway	Elearning	MSP	Comments & Changes - proposals
Regional Manager	Level 5 Operational Departmental Manager	Equality & diversity Moving & Handling objects Whistleblowing Fire child protection Information governance Autism Introduction into LD Choking awareness Display screen equipment Infection control	Health & Safety Risk Management Safeguarding First aid at work Choking - reducing the risk of choking policy (webinar on Hub) Welcome to UR Intro to PBS Attendance management (1/2 hour) MCA & Dols Quality assurance Practise: PBS webinar series: PBS Policy overview MSP - Payroll (1 hour) - In development - Managing monthly accounts - (90 mins)	Use Levy fund to fund qualification Claim back WDF for staff time
Area Manager	Level 5 Operational Departmental Manager	Equality & diversity Moving & Handling objects Whistleblowing Fire child protection Information governance Autism Introduction into LD Choking awareness Display screen equipment Infection control	Health & Safety Risk Management Safeguarding First aid at work Choking - reducing the risk of choking policy (webinar on Hub) Welcome to UR Intro to PBS Attendance management (1/2 hour) MCA & Dols Quality assurance Practise: PBS webinar series: PBS Policy overview MSP - Payroll (1 hour) In development - Managing monthly accounts - (90 mins)	Use Levy fund to fund qualification Claim back WDF for staff time
Registered Manager	Level 5 Diploma	Equality & diversity Moving & Handling objects Whistleblowing Fire child protection Information governance Autism Introduction into LD Choking awareness Display screen equipment Infection control MSP Medicines eLearning	Health & Safety Risk Management Safeguarding First aid at work Choking - reducing the risk of choking policy (webinar on Hub) Welcome to UR Intro to PBS Attendance management (1/2 hour) MCA & Dols Quality assurance Practise: PBS webinar series: PBS Policy overview MSP Medication Management & Audit MSP Medication Assessors Workshop MSP - Payroll (1 hour) MSP - PWS money (2 hours) In development - Managing monthly accounts - (90 mins)	Use Levy fund to fund qualification Claim back WDF for staff time



Pathways continued:

Role	Pathway	Elearning	MSP	Comments & Changes - proposals
Service Manager	Manager Induction Standards & Elearning Level 4 Diploma	Equality & diversity Moving & Handling objects Whistleblowing Fire child protection Information governance Autism Introduction into LD Choking awareness Display screen equipment Infection control MSP Medicines eLearning	Health & Safety Risk Management Safeguarding First aid at work Choking - reducing the risk of choking policy (webinar on Hub) Welcome to UR Intro to PBS Attendance management (1/2 hour) MCA & Dols Quality assurance Practise: PBS webinar series: PBS Policy overview MSP Medication Management & Audit MSP Medication Assessors Workshop MSP - Payroll (1 hour) MSP - PWS money (2 hours) In development - Managing monthly accounts - (90 mins)	Use Levy fund to fund qualification Elearning cost £130 but claim back £550 via WDF
Team manager	Aspiring Manager Elearning & Manager Induction Standards Level 3 Diploma Team Leading or level 4	Equality & diversity Moving & Handling objects Whistleblowing Fire child protection Information governance Autism Introduction into LD Choking awareness Display screen equipment Infection control MSP Medicines eLearning	Health & Safety Risk Management Safeguarding First aid at work Choking - reducing the risk of choking policy (webinar on Hub) Welcome to UR Intro to PBS Attendance management (1/2 hour) MCA & Dols Quality assurance Practise: PBS webinar series: PBS Policy overview MSP Medication Management & Audit MSP Medication Assessors Workshop MSP - Payroll (1 hour) MSP - PWS money (2 hours)	



Pathways cont....

Role	Pathway	Elearning	MSP	Comments & Changes - proposals
Aspiring Manager	Lead to succeed & Aspiring Manager Elearning Level 3 Diploma	Equality & diversity Moving & Handling objects Whistleblowing Fire child protection Information governance Autism Introduction into LD Choking awareness Display screen equipment Infection control MSP Medicines eLearning	Health & Safety Risk Management Safeguarding First aid at work Choking - reducing the risk of choking policy (webinar on Hub) Welcome to UR Intro to PBS Attendance management (1/2 hour) MCA & Dols Quality assurance Practise: PBS webinar series: PBS Policy overview MSP Medication Management & Audit MSP Medication Assessors Workshop MSP - Payroll (1 hour) MSP - PWS money (2 hours) In development - Managing monthly accounts - (90 mins)	Elearning costs £130 but can claim back £550 via WDF Use Levy fund to fund qualification and claim back staff time via WDF Lead to succeed can claim back £500 via WDF
Lead senior support worker	Level 3 Diploma H&SC	Equality & diversity Moving & Handling objects Whistleblowing Fire child protection Information governance Autism Introduction into LD Choking awareness Display screen equipment Infection control MSP Medicines eLearning	Health & Safety Risk Management Safeguarding First aid at work Choking - reducing the risk of choking policy (webinar on Hub) Welcome to UR Intro to PBS Attendance management (1/2 hour) MCA & Dols Quality assurance Practise: PBS webinar series: PBS Policy overview MSP Medication Management & Audit MSP Medication Assessors Workshop MSP - Payroll (1 hour) MSP - PWS money (2 hours)	Use Levy fund to fund qualification Claim back WDF for staff time



New Managers Induction:

Operational Manager's Induction Checklist & Evidence Log

All new managers joining United Response are required to complete an Induction which is mapped to the Manager Induction Standards (MIS) as well as United Response's Values and policies. It is important that as their line manager you support you manager on their journey and that you ensure all stages of this Induction Program are met. The MIS are as follows,

1. Leading and managing in adult social care
2. Supporting and developing teams
3. Regulation and Governance
4. Effective communication
5. Working with partners
6. Leading a person-centred service
7. Safeguarding and mental capacity
8. Making decisions
9. Managing Resources
10. Learning and innovating
11. Personal development and wellbeing

Please be sure to check any prior learning that may exempt the manager from some of the essential and service specific training. If you are unsure about their prior learning, please send certificates to the learning & development team who will provide advice and guidance. During the course of the induction, they will be required to undertake the Skills for Care manager induction elearning courses to meet the MIS. To ensure learning there are sections within this checklist where managers need to provide answers to questions relating to the standards.

Please tick of tasks as you complete them.

Employee Name:			
Service(s)			
Any Reasonable adjustments required?			
Start Date	Planned end of Induction date:		Date of completion

1



Managers Induction/Training Program:

- [Lead-to-succeed.pdf](#)
- [Leadership-Qualities-Framework.pdf](#)
- [People Performance Management Toolkit Dec 2023.pdf](#)
- [Supporting-the-development-of-leadership-skills-guide.pdf](#)
- [Developing-and-supporting-managers-and-deputies-infographic.pdf](#)

