

# Certificate in Leadership & Wellbeing Management

At this level we enter the strategic tier of Leadership and Management. Managers who are established in post and who have a firm grasp of operational people management will find this course to be the natural next step in their personal development. This course focuses on middle & senior manager ability to reflect on their own personal style, and how these impact on organisational culture.



## Day 1

### Managing Mental Health in the Workplace:

- Organisation approaches to mental health including policies and strategies for Mental Health. Objective assessment of reasonable adjustments and mechanisms to provide appropriate feedback to individuals.
- Communication styles, confidentiality agreements and behavioural adjustments.
- Promoting positive mental health

## Day 2

### Individual Mental Toughness:

- The importance and implications of mental toughness.
- Where mental toughness makes a difference – performance, wellbeing, positive behaviours, and aspiration
- Effective goals setting and developing an action plan
- Discuss the potential implementation of digital aspects to support workload management

## Day 3

### Developing People in the Workplace:

- Examining the expectations and requirements of people
- Diversity in the workplace
- Understanding the causes of conflict
- Managing career development
- Methods of ensuring fair and objective assessment/appraisal, and mechanisms to provide appropriate feedback to individuals
- Developing a culture of learning

## Day 4 Solving Problems and Making Decisions:

- How to solve more complex problems that managers may be faced with in the workplace
- How to make informed decisions
- Use of digital solutions to help solve problems

Completion of this course entails delegates submitting 4 assignments within the deadlines communicated at the enrolment stage. Typically, this is one assignment per session submitted fortnightly.

Delegates will be required to attend all 4 training days.

This training is available through Skills Support for the Workforce (SSW), a programme developed to upskill employees within small and medium-sized enterprises (SMEs) in the West of England (Bristol, North Somerset, & South Gloucestershire), Swindon & Wiltshire, & Worcestershire. SSW is co-financed by the Education and Skills Funding Agency and the European Social Fund. HR Champions Ltd is part of Serco's network of training providers chosen to deliver the training in your area.

