Walkgrove
original award-winning learning solutions

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Ready toGo
learning from Walkgrove

Performance Management

A comprehensive portfolio of courses to help promote a performance culture

Walkgrove offers a tailored portfolio of courses that can promote a performance culture and support all staff to excel in their roles. The essentials package provides performance management tools that are ideally tailored for modern working, offers managers effective guidance for supporting their team and builds customer-facing skills. All courses are delivered to maximise time efficiency for busy learners. Course length ranges from 10 minutes of high-impact learning on single topics to modules of an hour or more that give learners understanding of substantial training areas.

44 courses in total!

Customer service
Customer service
- Providing great customer service (20 minutes)

Effective communication
Effective communication
- Having difficult conversations (20 minutes)

Employee relations
Employee relations
- Flexible working (8 minutes)
- Managing change (8 minutes)
- Managing grievances (15-20 minutes)

Performance Management
Performance management
- The performance management lifecycle (10 minutes)
- Employee investigations and hearings (20 minutes)
- Making appraisals count (20 minutes) – coming soon
- Managing disciplinaries (15-20 minutes) – coming soon
- Managing performance effectively (15-20 minutes) – coming soon
- Managing sickness absence (25 minutes)

Equality and diversity
Equality and diversity
- Equality Act 2010 (35 minutes)
- Equality and diversity (50 minutes)
- Equality and diversity: Managers' guide (1 hour 10 minutes)
- Preventing discrimination and harassment in the workplace (20 minutes)
- Respect in the workplace (40 minutes)

Manager's and health and safety
Manager's and health and safety
- Manager's overview of health and safety (30 minutes)
- Contractor management (30 minutes)

Recruitment and selection
Recruitment and selection
- Conducting a successful interview – coming soon
- How to recruit the right person – coming soon

Wellbeing
Wellbeing
- Drug and alcohol awareness – coming soon
- Healthy lifestyle – coming soon
- Mental health awareness – coming soon
- Online wellbeing – coming soon
- Resilience – coming soon

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Take 5 - microlearning courses

Take 5

Customer service
- The importance of great customer service
- The Three Cs of customer service
- Who is your customer?

Effective communication
- Being an active listener – coming soon
- Effective questioning – coming soon
- Understanding communication styles – coming soon
- Writing effectively – coming soon

Equality and diversity
- Preventing extremism and radicalisation
- Unconscious bias

Performance management
- Can your support improve performance? – coming soon
- Coaching awareness – coming soon
- Giving useful feedback
- Mentoring awareness
- Monitoring performance effectively
- Return to work challenge – coming soon
- Setting SMART objectives
- Work life balance challenge – coming soon

Employee relations
- Understanding grievances – coming soon

Take 5

Customer services

Providing great customer service (20 minutes)

A skills-based customer service e-learning module that challenges learners to demonstrate great customer service. To collect all the badges and pass the course, learners must show they can identify a customer, communicate effectively and manage customer needs and expectations.

Effective communication

Having difficult conversations (20 minutes)

In this immersive skills-based e-learning module for managers, content focuses on verbal and non-verbal communication skills and planning and preparation for a challenging conversation with an employee. It follows the scenario of a meeting about a performance issue, where learners must select the correct response to progress.

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Employee relations

Flexible working (8 minutes)

A micro-course that introduces managers to the benefits of flexibility as an increasingly popular solution to modern working challenges. The course highlights opportunities and challenges of flexible working and how to implement flexible working practices.

Managing change (8 minutes)

This course helps learners understand how to manage times of organisational change effectively to make the most of opportunities and minimise disruption. It equips managers with skills and knowledge about effective communication and change management best practices so they can support employees effectively.

Managing grievances (15-20 minutes)

This short course ensures managers are able to handle formal and informal grievances. A scenario-based structure helps learners understand the facts, principles and processes of managing grievances to ensure an effective outcome.

Performance Management

The performance management lifecycle (10 minutes)

A short overview of the three stages in performance management: planning, monitoring and supporting, and reviewing. Learners will explore their role as managers in these three stages and why each is important as a tool to help individuals deliver their best possible performance.

Employee investigations and hearings (20 minutes)

This helpful course equips managers and leaders with an awareness of how to handle formal grievance and disciplinary investigations and hearings. Course content includes decision-making, appeals, representation and completion so that learners can ensure the processes go as smoothly and fairly as possible.

Managing disciplinaries (15-20 minutes) – *coming soon*

A skills-focused course that develops competency in a sensitive but vital area. Learners will explore how to handle disciplinaries well, including identifying when action is needed and how to follow a process that promotes fair treatment of the employee.

Managing performance effectively (15-20 minutes) – *coming soon*

This guide for managers explores effective performance management strategies to benefit employees and businesses. It advises managers on how to set expectations, conduct reviews, agree targets and use performance monitoring to support early intervention.

Managing sickness absence (25 minutes)

A short course that supports managers to handle sickness absence fairly and effectively in their team, including long term sickness absence. The learner will explore what steps to take to support the person experiencing sickness absence. The course also explores how to identify any related performance concerns and to handle these appropriately.

Equality and Diversity

Equality Act 2010 (35 minutes)

A short module to introduce learners to the relevant aspects of the 2010 Equality Act. It highlights the forms of discrimination that are regulated under the act, using examples to demonstrate the key principles and scope of the Act.

Equality and diversity (50 minutes)

This wide-ranging course gives learners a primer in equality and diversity, introducing the key legislation and relevant principles. It sets out the basics of good practice and employee responsibilities to create an inclusive and respectful workplace. The course also highlights behaviours that can undermine fairness and dignity at work.

Equality and diversity: Managers' guide (1 hour 10 minutes)

This comprehensive course for managers will help them ensure that their organisation complies with relevant legislation and best practice principles in equality and diversity matters. It explains managers' responsibilities in the workplace with regards to employees, customers, partners and contractors.

Preventing discrimination and harassment in the workplace (20 minutes)

An introduction to the prevention of workplace discrimination and harassment designed for a global audience. This helpful guide gives examples of discrimination and what factors can lead to discrimination in the workplace. It also explains the behaviours that can be considered as harassment and builds understanding about its negative impacts. It offers signposting about how to raise concerns of harassment.

Respect in the workplace (40 minutes)

This introduction to respectful behaviour at work has been designed to empower global learners to develop a culture of respect and equality in the workplace. In three short modules, it explains the benefits of diversity at work and demonstrates how everyone can challenge discrimination. It also explores how organisations can promote respect and covers the basic methods of raising concerns about harassment and unacceptable behaviours.

Manager's Health and Safety

Manager's overview of health and safety (30 minutes)

This helpful guide highlights the role of managers in creating a positive health and safety culture. The content explores manager and supervisor responsibilities, focusing on the 'Plan, Do, Check, Act' management system.

Contractor management (30 minutes)

This course supports managers in getting maximum value from contractors at work and ensuring health and safety for everybody by helping them understand the relevant legislation and principles to consider when working with contractors in the workplace.

Performance Management - Take 5 microlearning

Walkgrove's 'Take 5' microlearning performance management modules provide a quick-fire injection of learning into busy working days and is helpful for learners who are particularly time-poor or have urgent training needs. Each module offers easily understandable content on a single topic that bring practical learning gains in a matter of minutes. Unless otherwise stated, each Take 5 module is 5 minutes long.

Customer service

■ **The importance of great customer service**

In this short skills-based course, learners will cover a quick-fire overview of understanding customers and meeting their needs. Through watching a scenario, learners will explore the identification of internal and external customers, the importance of great customer service, and the impact of effective communication.

■ **The Three Cs of customer service**

A snappy module that teaches learners to put customers' needs first and exceed their expectations. Focusing on the values of caring, cooperating and communicating, the module provides practical advice about how to use them during customer interactions.

■ **Who is your customer?**

This informative challenge-based short course uses a fictional scenario to help learners identify customers. Key learning points include distinguishing internal and external customers, direct and indirect customers and primary customers and understanding the customer profile.

Effective communication

■ **Tips for writing effectively**

A snappy short course on how to write clearly, concisely and effectively as part of everyday communications. The learning empowers workers to excel at this vital skill, using an engaging story-based approach to consider strategies for effective writing.

Equality and diversity

■ **Preventing extremism and radicalisation**

This quick-fire, animated module covers the topic of extremism and radicalisation. It explains how to spot who is at risk in the workplace and what to do if you think someone is being influenced by extremism.

■ **Unconscious bias**

A short module to improve equality and diversity practice, testing learners' understanding of unconscious bias and how to control against it in their work.

Performance management

Monitoring performance effectively

This course helps managers understand the importance of performance monitoring and how to put this into practice in their own teams. It explores formal and informal monitoring and offers practical advice for managers.

Giving useful feedback

This skills-based short course equips learners to give effective feedback and recognise its importance in improving performance and motivating staff.

Mentoring awareness

Complementing the coaching awareness course, this overview course demonstrates what mentoring can achieve and helps learners to identify who might benefit. It also outlines the key skills that are needed to mentor a less experienced colleague.

Setting SMART objectives

Setting meaningful, achievable objectives can make a big difference to performance. This quick-fire learning module explores SMART goals, shows how to set them and how to use them to effectively monitor and improve performance.