IPI Academy

MANAGEMENT forum



Presented by
Management Forum

Managing the Modern Workplace: Keeping Employees at the Centre of Policy, Process and Practice

Recorded on **2 July 25**

This programme will provide a clear understanding of the independent yet interdependent nature of policy, processes, and, practice – focusing on putting people at the centre of these.

Format:
Recorded webcast

CPD:
1 hours for your records

Certificate of completion

Overview

Too often organisations' policies don't genuinely relate this to their day to day practice. They simply reflect what is formally required and they are only reviewed when it is formally necessary to do so. This results in there being no link between what is written in the policies and what is actually happening in the workplace on a day-to-day basis. Even though employees may read policies during their induction these policies are rarely seen as 'work instructions' or referred to again during day-to-day practice.

Policies need to be living, working documents. Processes are the essential vein between policies and practice, ensuring that the key components referred to in the policies are evident in practice.

Processes need to be a clear and accessible outline of what's meant to be done, how it's meant to be done, when it's meant to be done, where it's meant to be done, who's is responsible and who needs to be involved, and ultimately, why it is being done.

Benefits of attending

- **Identify** the core working policies that are needed in your organisation
- **Ensure** policies are 'live', current, working documents
- **Regularly** review policies to guarantee they genuinely relate this to day-to-day practice
- **Link** what is written in the policies to what is actually happening in the workplace on a day-to-day basis
- **Establish** the importance of processes as the essential vein between policies and practice
- **Create** clear and accessible processes that provide the benchmark for best practice
- **Outline** what's meant to be done, how it's meant to be done, when it's meant to be done, where it's meant to be done, who's is responsible and who needs to be involved, and ultimately, why it is being done
- **Effectively** communicate process flow charts to employees and establish a system of regular observations to ensure that they are following the process flow chart
- **Involve** employees in the review of each process flow chart
- **Encourage** employees to contribute to the ongoing update and development of the process flow charts and the introduction of new flow chart

Who should attend?

This session is relevant for existing leaders and managers, as well as those new or aspiring to a management role, who want to achieve greater success by enhancing their leadership skills through adopting a compassionate approach.

Presenter



Claire Mould

With over thirty years' experience of working in and with the public, corporate, and charitable sectors, Claire has expertise in providing strategic, analytical, emotionally intelligent solutions that engender, inform, facilitate and embed growth through compassionate leadership.

Extending from post-doctoral studies on neurology, specifically the link between emotional intelligence and cognitive intelligence, Claire has written, presented, and worked at a national, European, and international level and has published several research papers and books.

In her previous time as a CEO of various charities, she has practical experience in the art of compassionate leadership and has developed a real passion for helping individuals and organisations to optimise their growth potential.

In addition to her work as a facilitator, delivering sessions and presenting, Claire also works as an independent consultant providing emotionally intelligent strategic solutions, embedding compassionate leadership and maximising growth.

In her spare time, Claire runs for mental health and wellbeing, including running marathons and ultra marathons.

Course date

2 July 25

Recorded webcast
12:00-13:00 **UK (London)** (UTC+01)
Course code 15530

How to book

Online:
ipi.academy/3206

Alternatively contact us to book, or if you have any queries:

Email:
info@ipiacademy.com

Phone:
+44 (0)20 7749 4749

Discounts

- Booking more than one delegate on any one date qualifies for a **30% discount** on the second and subsequent places.
- Most events qualify for an **early booking discount** prior to 6 weeks before the course date. Be sure to check on our website, where the latest discounts will be shown.

Further information

Fee
The fee includes all meals and refreshments for the duration of the course (for venue-based courses) and a complete set of course materials (provided electronically). If you have any particular requirements, please advise customer services when booking.

Please note
IPI Academy (and our training partners) reserve the right to change the content and timing of the programme, the speakers, the date and venue due to reasons beyond their control. In the unlikely event that the course is cancelled, we will refund the registration fee and disclaim any further liability.

Terms and conditions
The rest of the our terms, the event cancellation policy and the terms and conditions are on our website, please visit ipi.academy/content/terms-and-conditions

Reviews

★★★★☆

.

Shilpa Gohil
Head of Medical Affairs
Medice UK
Jul 2 2025

Run this programme in-house for your whole team

Coming to IPI Academy for your in-house training provides an all-inclusive service which gives you access to a wide variety of content, learning platforms and delivery mechanisms as well as your own personal training adviser who will work with you from the initial enquiry through to feedback and follow-up after the programme.

With over 600 trainers, all practitioners and experts across a huge range of fields, we can provide the training you need, where you need it, when you need it, and at a price which suits your budget. Our approach to tailored learning and development consists of designing and delivering the appropriate solution for each client.

For your FREE consultation and to find out more about how we can work with you to solve your training needs, please contact our training advisers:



ALEKSANDRA BEER
Tel: +44 (0)20 7749 4749
Email:
inhouse@ipiacademy.com



YESIM NURKO
Tel: +44 (0)20 7749 4749
Email:
inhouse@ipiacademy.com



Harry ALTAMONT
Tel: +44 (0)20 7749 4749
Email:
inhouse@ipiacademy.com

IPI Academy

IPI Academy is a training initiative of Falconbury and Management Forum; leading providers of industry training for over 30 years, based in the UK.

10-12 Rivington Street
London EC2A 3DU

ipi.academy
Tel: +44 (0)20 7749 4749
Email: info@ipiacademy.com