

10 August 2023

Building the skills and capabilities of your workforce



Introductions



Meet the Presenters and Technical Support

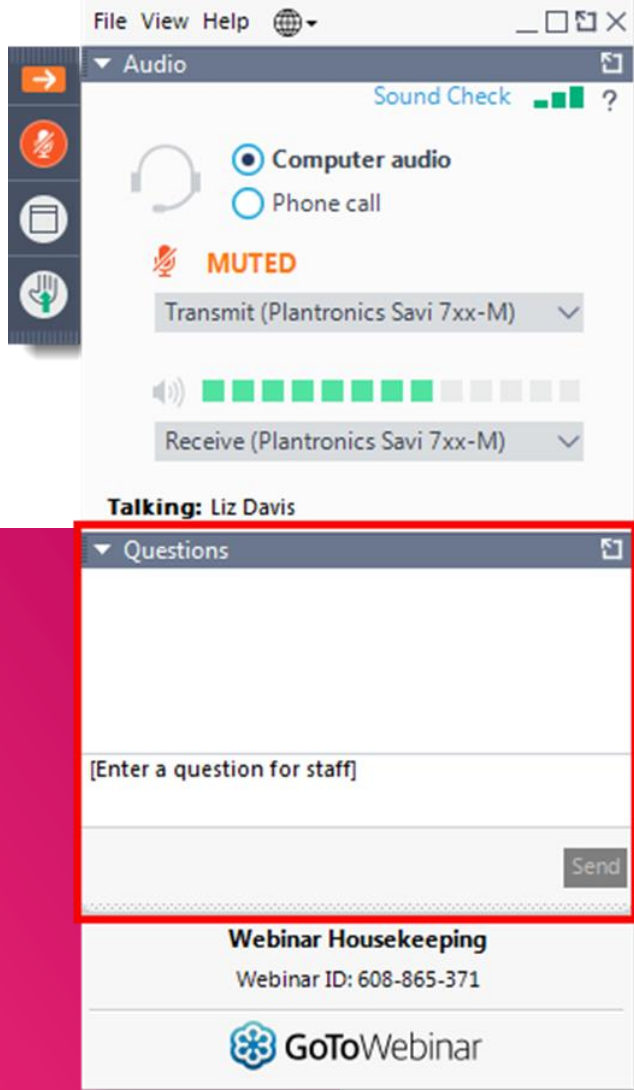
	 <p>Sue Watson Head of Client Services</p>	
<p>Victoria Templeton HR Knowledge Manager</p>		<p>Rebecca Johnson Marketing Manager</p>





How to ask questions





GoTo Webinar Housekeeping

Time for Questions

Your Participation

Please continue to submit your text questions and comments using the Questions panel



Agenda

- The UK skills gap
- Workplace culture
- Increasing workplace skills
- Q&A



The UK skills gap



- COVID-19
 - 'Great resignation'
 - Early retirement
 - Leave to care for a vulnerable person
 - Ill health
- The end of free movement
 - Points based immigration system
 - Health and social care, Hospitality
 - EU Settlement Scheme
- New starters joining organisations during the pandemic did not have the same onboarding process
- Young people have not had the same opportunities to employment and learning
- Training budgets scaled back or pulled to focus on surviving
- Increased vacancies = skill gap

Our 2022/23 SME Survey Results

Scan the QR code for
a digital copy:



Employee Capability

- Second most important area of people management for 2023 with 44% of the vote is **employee capability**.

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Employee Capability

- Business Barometer 2022 reports that **78%** of UK organisations suffered a **decline** in **output**, **profitability** or **growth** because of a **lack** of available **skills**



Employee Capability

- The Federation of Small Businesses also report **80%** of small businesses faced **difficulties** recruiting candidates with suitable **skills**





Agenda

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Workplace culture



- Strategic planning
- Learning culture
 - Company values
 - Policies
 - workplace tools and practices
- Foster a growth mindset, culture of knowledge sharing and a focus on self development
- New ways of working
- Technology
- Monitor and review



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Increasing workplace skills



Performance management systems:

- Structure that creates, measures, tracks and achieves organisational goals
- Methods to improve employee performance
- Senior buy in key and aligned with strategic priorities
- Should cover:
 - Methods to improve performance
 - Development plans
 - Process for under performance

Increasing workplace skills



Performance management systems:

- High performing employees can be developed to fill key positions
- All employees can develop in their own roles
- Enables you to identify talent early
- Allows employees to improve before formal performance capability action is taken, where there is under performance
- Provides the tools to ensure the right people with the right skills and ability are in post.

Increasing workplace skills

An appraisal process



- Sets targets and provides direction for performance improvement
- Helps to motivate and retain employees
- Facilitates structured discussions specific to individual performance, future career aspirations and training needs.



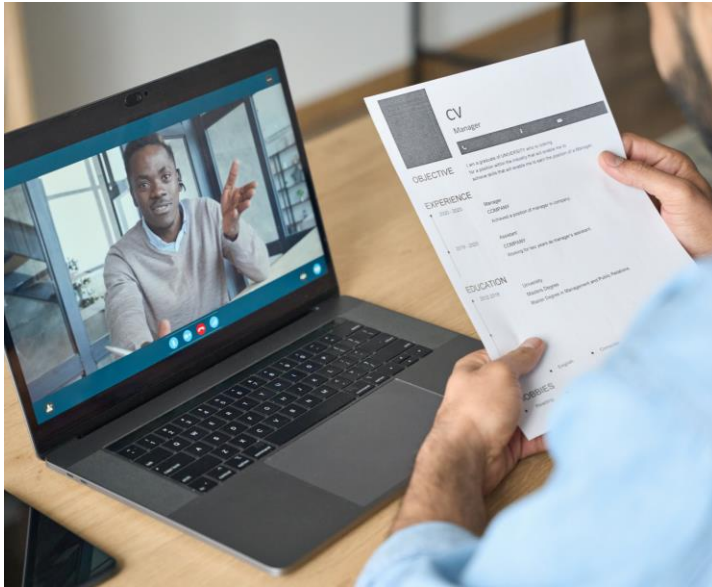
Increasing workplace skills



Training needs analysis

- Training needs exist where there is a gap between the knowledge, skill and attributes required
- Identify training needs at individual, departmental and organisational level
- Training focused on delivering strategic objectives
- Identify key competencies and performance indicators for the role, and measure the employee against these
- Job descriptions and person specifications are key management tools

Increasing workplace skills



Onboarding

- The first few months of a new employee's employment
- Skills development
 - Systems
 - Processes
 - Client/company knowledge
 - Company ethos
- Company induction is just one part of the onboarding process
- A probation process is always recommended:
 - Help focus on integrating a new employee into the organisation
 - Provides a formal period of performance review and training

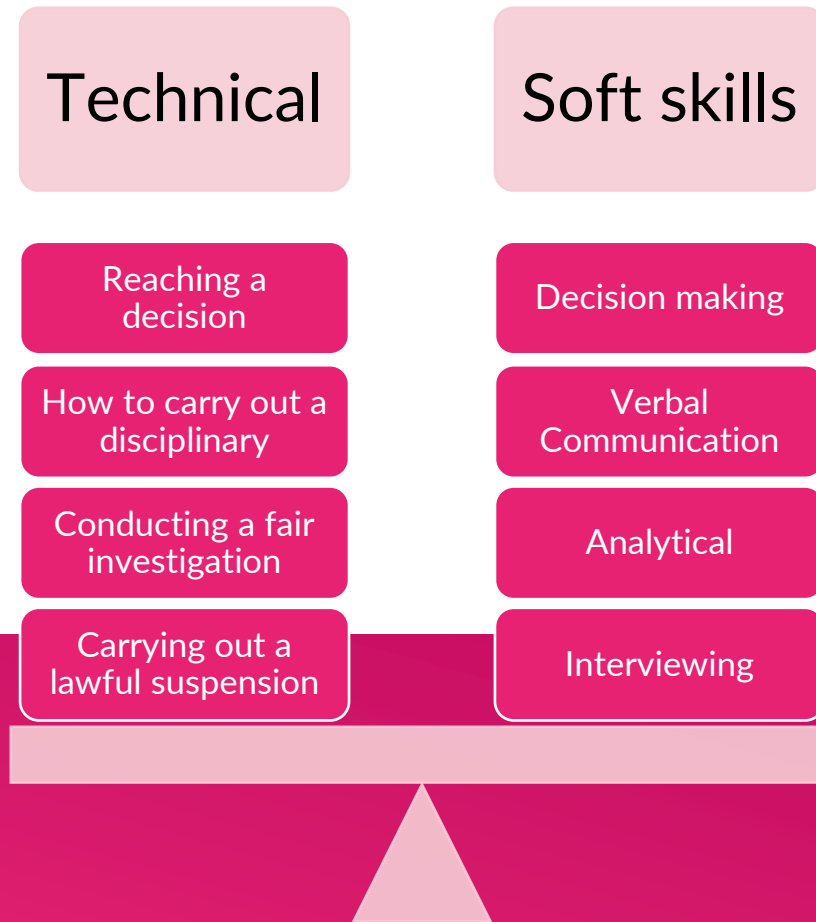
Increasing workplace skills

Line management training



- Technical and soft skills
- Responsible for the implementation of company policies
- How policies are applied is also vitally important

Increasing workplace skills



Managing a disciplinary case

Increasing workplace skills



Quiet hiring

- Acquiring new skills from within
- Effective for overcoming recruitment challenges
- Efficient way to recruit from a pool who already have a good understanding of the business
- Supports career aspirations and therefore employee engagement
- Fair, ethical and transparent process needed

Increasing workplace skills



Leadership development

- Some people are born leaders, others need to be nurtured and developed
- Identifying and developing those with leadership skills potential is critical to business success
- Leadership can occur at all levels...
 - Leading a small team
 - Leading on a project
 - Leading as a subject expert
 - Leading on using technology

Listening,
sharing and
delegating

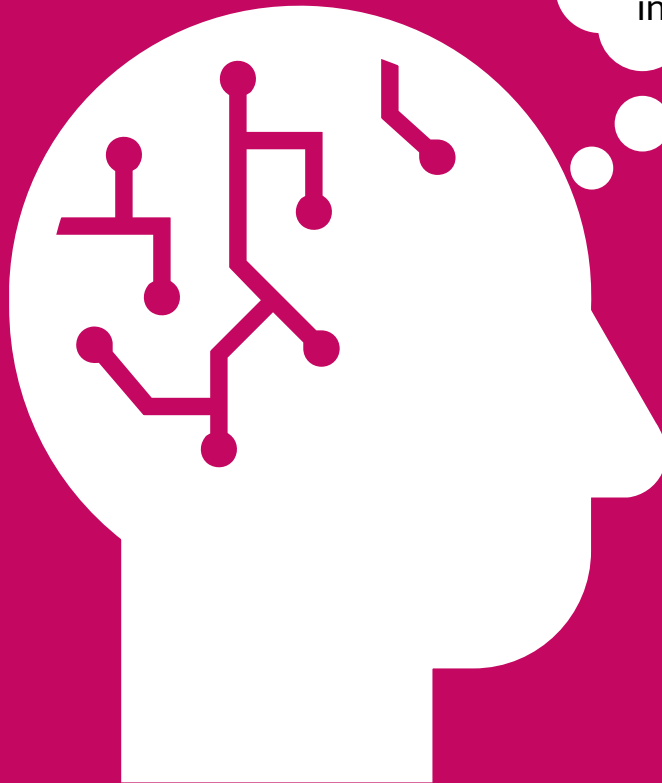
Personality

Technical and
professional
knowledge and
competence

General
intelligence

Self
knowledge

The ability to
inspire



Leadership development



Increasing workplace skills

Blended learning



- Combines more than one method in which to develop the skills and capabilities of your workforce
- Developing your workforce does not have to be a big expense

Blended Learning



Increasing workplace skills



Apprenticeships

- Government backed schemes that provide financial support via the Government levy
- Employees can earn whilst learning new skills and employers can train someone up specific to the needs of the business
- Organisations with a annual pay bill of more than £3 million must pay the Apprenticeship Levy. Funds generated can be accessed by other employers to help them take on an apprentice
- Employers who don't pay the levy, pay 5% towards the cost of training and assessing an apprentice.
- If you employ fewer than 50, the government pay 100% of the apprenticeship training costs (up to the limit)

Increasing workplace skills



Apprenticeships

- An apprentice must spend at least 20% of their time on 'off the job training'
 - Day release
 - Block release
 - Special training days
 - Workshops
- Apprentices are employed on a fixed term apprenticeship contract
- Benefits:
 - Productive and effective way for an organisation to grow talent
 - Develop a motivated and skilled and qualified workforce
 - Increase employee satisfaction
 - Reduces staff turnover
 - Reduces recruitment costs

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Training Courses Management

- Effective Communication Skills
- Leading the Team
- Managing Conflict at Work
- Effective Appraisal Skills
- Managing Performance
- Recruitment and Selection
- Holding Difficult Conversations
- Equality, Diversity & Inclusion
- Managing Grievance
- Managing Disciplinary
- Employment Law
- ILM Level 3
- ILM Level 5



Scan to book training:



Training Courses Health & Safety

Dates currently being scheduled:

- Level 2 Fire Safety
- Level 2 Food Safety
- Level 2 Mental Health First Aid
- Level 3 Safeguarding
- Level 2 Emergency First Aid
- Mental Health Ambassador
- Safeguarding Ambassador



Scan to find out more



Free Webinars

- How to become an age friendly employer
14 September @ 10am
- Immigration developments and how they impact employment
12 October @ 10am

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schedule?
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Thank you

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