A two-day intensive workshop

Developing High Performance HR Business Partner and Consulting Skills

10-11 May 2016 • 17-18 November 2016 • London

During this highly experiential two-day programme you will:

- Explore the role of the HR business partner in the context of the organisation
- Practice the application of the principles of good internal consulting skills
- Understand how to support the organisational change agenda
- Identify how the role of business partner adds value to the organisation
- Adopt a useful framework to help support line managers resolve and implement good people decisions
- Identify what needs to be done differently to bring the HR business partner role to life
- Mapping the profile of the HR business partner and identify personal development actions

‘A thought provoking and highly relevant course. Sheila’s knowledge and experience was insightful and added to the benefit of the course’
Jenna Blood, HR Business Partner, Bespak Europe Ltd

‘Great flow of information. Sheila was fantastic at opening up dialogue within the group which was invaluable’
Ann McKillop, HR Advisor, Henderson Group

‘Excellent, thought provoking and insightful course. Has enabled me to reflect on my own practice, and how I can improve areas to develop myself and the business. Sheila is exceptionally knowledgeable and brings humour into HR which is great’
Melanie Ganderton, HR Service Manager, Hoople Ltd
Developing High Performance HR
Business Partner and Consulting Skills

10-11 May 2016 • 17-18 November 2016, London

What this workshop is about
In the current climate the role of the HR business partner has become vital in supporting the organisation through complex times. Never has it been so important that HR contributes to the people agenda as it is no longer just enough to deliver good transactional services. This leap demands that you have the right skills and knowledge to add value to commercial decisions and link HR to the overall business strategy.

During this time HR needs to demonstrate that it can support a business in taking tough decisions and also exploiting opportunities by helping consider the options and optimal solutions.

HR business partners are accountable to their business leaders and this programme is aimed at providing a framework and skills for HR business partners to equip themselves for these challenges, and to feel confident in the contribution they make.

Why you should attend
This programme has been specifically designed to improve your ability to increase the impact HR has on the rest of the organisation. It will enable you to action new initiatives and approaches that leverage people power.

These new skills will make you an invaluable asset to the business and allow you to reach your full potential as a high-performer.

During the two-days you will:
- **Learn** from case study scenarios that highlight the classic organisational challenges and will enable you to practice new consulting tools and techniques in a low risk environment
- **Develop** a strategy and set of actions to boost your role or HR function to that of an internal consultant acting as a business partner
- **Enhance** your skills to influence senior colleagues and fellow managers around the business agenda
- **Increase** your understanding of how HR can add value at a commercial level in today’s organisation

Who should attend?
HR professionals who want to add value to their HR function and be a high-performing member of their senior management team, including:
- HR business partners
- HR managers
- HR controllers

Group learning and interaction
This programme will equip HR professionals with the vital components necessary to strengthen their operating style and apply a practical client centred approach to their activities. Under the guidance of our expert presenter, who herself was an HR Director for many years, the participants will learn from working together to apply techniques to common HR challenges and benefit from seeing the outcome in a low risk environment.

Expert presenter
Sheila Clark is a versatile and commercially focused HR, leadership and management development consultant with broad experience of learning design and delivery. Prior to setting up her own learning and development consultancy Sheila was the Corporate HR Director at BAA plc. She has worked with organisations across many industries including aviation, financial services, defence, publishing and the pharmaceutical industry. Her client work has given her the opportunity to work with HR and senior management teams to develop and assess capability, build competence, coach, implement leadership programmes and develop strategy. Her approach is to work alongside client organisations developing strategic and tactical interventions to energise individuals and teams enabling them to implement sustainable change.

Dates and venues
10-11 May 2016
Hilton London Canary Wharf
South Quay
Marsh Wall
London E14 9SH
Tel: +44 (0)20 3002 2300

17-18 November 2016
Hilton Green Park Hotel

Situated in the heart of the thriving Canary Wharf business district, the Hilton London Canary Wharf Hotel offers contemporary comfort and styling. With a prime location in the middle of one of the world’s busiest commercial districts, excellent transport links to the rest of the city and beyond, this hotel will allow you to make the most of your time spent in London. Make use of the wifi access then unwind after a busy day in the fitness centre. This hotel is situated within easy reach of downtown London, the O2 Arena, Westfield Stratford Shopping Centre, Greenwich and the Cutty Sark.

Accommodation
We have arranged a preferential rate for accommodation at the venue. To take advantage of this please contact canarywharf_reservations@hilton.com and state you are a Falconbury delegate. There are limited rooms available at this rate so please book early to avoid disappointment.

For information on alternative accommodation solutions please visit our website: falconbury.co.uk/accommodation

Schedule
Registration: 9.00am • Start of day one: 9.30am • Close of day: 5.00pm
Start of day two: 9.30am • Close of day: 4.30pm
One hour for lunch and two 15-minute refreshment breaks will be scheduled during the course of each day.

Falconbury Online – The Mini-MBA
Supercharge your business acumen with Falconbury’s Mini-MBA Online Course. Falconbury leads the way in online learning – offering a fully flexible, self-paced and cost effective Mini-MBA delivered over 12 concise modules through a unique, advanced Learning Management System. Gain the key business skills of an MBA in a concentrated form without having to incur the cost and inconvenience of lengthy periods of time away to study. For more information visit: falconbury.co.uk/123

“Excellent, well represented with just the right level of detail. Fantastic speaker”  Laura Lew, Robinson Webster (Holdings) Ltd

“The presenter was clear, focused and used lots of interaction. Well delivered and got lots of engagement from the group”  Els Aoutin, HR Business Partner, First Names Group

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3 easy ways to book  falconbury.co.uk
The programme

Day one

Module 1: The HR business partner as a strategic partner

During this module participants will consider their brand in the organisation and develop the compelling case for the HR business partner, their contribution and the difference their roles make to commercial success.

• The HR business partner in the context of your organisation
• Discovering the current operating model and its relationship to the HR business partner model
• The impact of HR in the business – the people and HR agenda
• Contribution to the implementation of business strategy
• How the component parts of the HR function interact
• Adding value to the business operation
• Mapping your key clients and delivery channels
• Establishing trust and building positive stakeholder relationships – creating the right climate for HR and its client base
• Developing the partnering mindset
  – Establishing the key capabilities
  – Knowing your business
  – Knowing your clients
• Developing relationship goals
• Planning your stakeholder engagement map

Module 2: Applying a consulting framework

Through this module participants will examine a consultancy framework in detail. They will become familiar with the key skills needed at each stage of the framework and a variety of tools and techniques to support progress through a robust solution-based process. There will be practical use and application of the framework through case studies.

• Exploring a model for internal consultancy
  – Defining the stages of client engagement
  – Levels of engagement
  – Clarifying the need and analysing the key issues
  – Explore the skills and behaviours needed in successful implementation of the model
• Understanding of clients’ agendas – a framework to build awareness
• Types of relationships
  – Managing client meetings successfully
  – Identify where the HR relationship is positioned
  – Understand your personal power in cementing trust
  – Key behavioural skills needed to build and maintain rapport
• Tools to engage others
  – Ensuring buy-in
  – Method to deliver agreed outcomes
  – Ensuring outcomes which are practical, realistic and sustainable
  – Re-evaluating and ensuring ongoing success

Day two

Module 3: Providing challenge and supporting change

This module has been designed to focus on how the HR business partner drives and supports change within the organisation. Using practical discussion and exercises it will examine the role of HR as the catalyst and facilitator of change to illustrate how you can apply this to any change project within your organisation.

• Building the case for change
• Models for diagnosing change
• Defining the HR contribution to the change processes
• Helping managers through the change experience and ensuring that the organisation is prepared and ready
• Change reaction profiling – personality predictor analysing participants own reaction to change enabling personal awareness and understanding of the reaction of others
• Strategies for managing and communicating change
• Understanding how to remove blockages
• Tools to support positive change outcomes
• Define the streams of work required to deliver successful change outcomes

Module 4: Case studies and practical application

This final module is dedicated to bringing all the models and tools together in small case study activities, discussions and facilitated debate providing participants with the opportunity to practice using the tools, skills and techniques. The case studies are intended to embed learning from the previous modules and participants will have the opportunity to receive feedback on their use and application of the tools.

• Holding meaningful conversations – a framework for guiding discussions which explore issues, provide challenge and develop options in a way that can be embraced by all parties
• Practice how to flex and use the tools and techniques in a variety of scenarios
• Relate the theory to practical situations and apply the ideas and knowledge discussed during the programme to issues faced back at work
• Assess your own organisations readiness for change and devise practical implementation plans
• Understanding culture in the context of your organisation and its impact on the change agenda
• The HR strategy as a lever for organisational and cultural change
• Personal reflection time and individual action planning

In-house training

This programme can be run for the whole HR team at a location of your choice. Falconbury for your in-house training will provide 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 Erika Cevallos on +44 (0)20 7729 6677 or email inhouse@falconbury.co.uk

To find out more please visit: falconbury.co.uk
Developing High Performance HR Business Partner and Consulting Skills

To book online go to: falconbury.co.uk/31

Dates and venues

<table>
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<th>Date</th>
<th>Ref.</th>
<th>Venue</th>
<th>Details</th>
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<tr>
<td>10-11 May 2016</td>
<td>6697</td>
<td>Hilton London Canary Wharf</td>
<td>South Quay, London E14 9SH</td>
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<tr>
<td>17-18 November 2016</td>
<td>6698</td>
<td>Hilton Green Park Hotel</td>
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Three ways to book

- falconbury.co.uk
- bookings@falconbury.co.uk
- +44 (0)20 7729 6677

Fees and payment

**EARLY BOOKING DISCOUNT**

<table>
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<th>Course Type</th>
<th>Price With VAT</th>
<th>Price Without VAT</th>
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<tr>
<td>Early</td>
<td>£899.00</td>
<td>£1078.80</td>
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<td>Standard</td>
<td>£934.15</td>
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**FULL PRICE**

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<tbody>
<tr>
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<td>Standard</td>
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Payment options

1. Invoice which can be paid by BACS (for bank account details please see the section in ‘The Small Print’ below) or by credit card to Falconbury Ltd.
2. Online through our secure website when registering.

Falconbury In-house training

Curating in-house training for Falconbury employees provides a transformational learning experience that is designed to deliver results.

The Small Print

**FEE:** The fee includes all meals and refreshments for the duration of the course and a complete set of course materials. If you have any particular requirements please advise customer services when booking.

**HOW TO REGISTER AND PAY:** A VAT invoice and booking confirmation will be sent within 7 days, please contact us if you have not heard anything after that time. Payment can be made by credit card or by bank transfer (for bank account details please see bank account details section). ALL PAYMENTS MUST BE RECEIVED IN ADVANCE OF THE EVENT.

**SUBSTITUTION AND TRANSFER:**

<table>
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<th>Before Course</th>
<th>Transfer Fee</th>
<th>Cancellation Fee</th>
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<tr>
<td>2-28 days</td>
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<td>113-139 days</td>
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<tr>
<td>140 days+</td>
<td>10%</td>
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A maximum of one transfer is allowed. After the transfer no cancellation can be accepted and the full invoiced fee will be charged. Transfers are subject to payment of the difference on higher value courses. All cancellations must be received in written form.

**CANCELLATIONS AND TRANSFER:** Once we have received your booking the place(s) are confirmed.

**MULTIPLE BOOKING DISCOUNTS:** This discount may not be used in conjunction with any other offer.

**DATA PROTECTION:** The personal information provided by you will be held on a database. Sometimes your details may be made available to external companies for marketing purposes. If you do not wish your details to be used for this purpose please email: info@falconbury.co.uk

**NATWEST BANK ACCOUNT DETAILS:**

- Sterling Account
  - Account Number: 39212820
  - Sort Code: 09-35-54
  - BIC/SWIFT: NWBKGB2L
- euro Account
  - Account Number: 9661863
  - BIC/SWIFT: NWBKGB2L

**STIRRING ACCOUNT DETAILS:**

- Account Number: 30212820
- Sort Code: 60-04-16
- BIC/SWIFT: NWBKGB2L

**STIRRING ACCOUNT DETAILS:**

- Account Number: 9061883
- Sort Code: 60-04-16
- BIC/SWIFT: NWBKGB2L

**Pleasing note:** Falconbury Ltd 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 Falconbury will refund the full amount and disclaim any further liability.

**The Small Print:**

To find out more please visit: falconbury.co.uk