

REDWAY

GROW | CHANGE | THRIVE

Helping leaders and their teams to grow, change and thrive

Our training and leadership development gives your people the tools they need to achieve personal, team and career success.

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Get to know us...

Our award winning business provides a broad range of operational and strategic professional developments solutions to help organisations grow, change and thrive.

A far cry from monotone PowerPoints that bore employees to tears, our training is grounded in research and decades of experience, and delivered in a practical, interactive and engaging way. Designed by experts, it's tailored to every layer of your organisation.

With our training and leadership development, delegates reflect on their performance and progress, teams build relationships and work better together, and managers learn to lead with vision and confidence.

More engaged, collaborative and loyal teams, and stronger leaders, means happier customers and a healthier bottom line.

Off the shelf training might not always suit your needs.

Talk to us and we'll design and deliver tailored training solutions that create the change you are looking for.

Covering:

- London
- Hertfordshire
- Bedfordshire
- Buckinghamshire
- Essex
- Remote

biz4Biz AWARDS2024 WINNER
biz4Biz AWARDS2023 FINALIST
biz4Biz AWARDS2022 FINALIST
COMMUNITY BUSINESS AWARDS 2022 FINALIST
COMMUNITY BUSINESS AWARDS WINNER 2020
Hertfordshire Chamber of Commerce
ICF ACC Associate Certified Coach
TCM ACCREDITED MEDIATOR
Silver breathe
thomas Behaviour
thomas Emotion
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How we can help ...



Outsourced HR

From daily HR tasks to strategic initiatives, we cover all your outsourced HR needs, enabling your people to deliver exceptional service.



Training and Development

Expert-led and research-backed, our training helps teams improve performance and equips managers to lead with confidence.



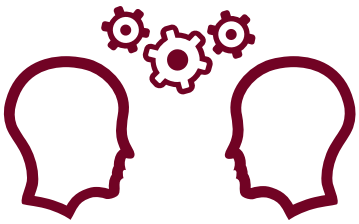
HR Software

We provide a user-friendly, cost-effective cloud-based HR system that simplifies administration, saving you time and money to focus on what matters most.



Recruiting

We can help you advertise, shotlist and onboard candidates who are a natural fit for the role and bring real value to your organisation.



Coaching

Career coaching helps you define your goals and create a clear plan to achieve them, with packages of 4, 6, or 8 sessions tailored to your needs. Psychometrics as appropriate.



Mediation

Workplace mediation offers an effective way to resolve disputes, avoiding escalation into formal and costly processes.

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Available training ...

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EFFECTIVE COMMUNICATION SKILLS



ABOUT THE COURSE

Communication is more than exchanging words: it's about building understanding and trust. This course takes a fresh approach to developing communication skills, blending interactive exercises with practical techniques to help delegates express themselves clearly and adapt to different styles.

AUDIENCE

- Individuals
- Supervisors
- Middle managers
- Heads of department
- Senior executives
- Business owners

COURSE OBJECTIVES

- To equip delegates with strategies for giving and receiving information effectively
- To develop delegates ability to actively listen and engage in meaningful conversations
- To enhance delegates understanding of different communication styles and how to adapt to them
- To support delegates in building confidence and clarity in their communication approach

WHAT DELEGATES ENJOY ABOUT OUR TRAINING

- Extremely well organised
- Very useful
- How everyone opened up
- This is very good training
- The small size of the group enables good interaction.
- The trainer herself was reflective and thoughtful, and encouraged discussion.

COURSE OVERVIEW

- **What we mean by communication**
- **The importance of strong communication at work**
- **Giving and receiving information**
- **Active listening**
- **Understanding your preferred 'receiver' style**
- **Adapting to difference audiences**
- **Communication during periods of change**

Duration
Half day

Delegate min /max
2 - 15

Format
Teaching & discussion

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EFFECTIVE TIME & WORKLOAD MANAGEMENT



ABOUT THE COURSE

Good time management has a range of benefits, not least of which are increased productivity, quality of work and resilience. This course will equip delegates with the skills, awareness and tools to achieve enhanced time and workload management.

COURSE OBJECTIVES

- To equip delegates with a range of skills and tools to support effective workload management
- To provide delegates with the self-awareness to effect personal change in this context
- To encourage attendees to define actions they will put into place to improve time and workload management
- To support delegates in creating sustainable habits to maintain focus and balance

COURSE OVERVIEW

- **Understanding time and workload management**
- **Exploring why mindset and self-awareness**
- **Maximising individual skills, abilities and energy**
- **Overcoming procrastination**
- **The reality of planning and prioritising**
- **The art of effective delegation**
- **Stakeholder management**
- **Tried and tested tools**

AUDIENCE

- Team members
- Supervisors
- Middle managers
- Heads of department
- Senior executives

WHAT DELEGATES ENJOY ABOUT OUR TRAINING

- Everyone in the session getting involved and sharing personal experience
- Lots of opportunity to ask questions
- The trainer was brilliant
- Learning about new apps to help with time management

Duration
Half day

Delegate min /max
2 - 15

Format
Teaching & discussion

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TEAMING UP



ABOUT THE COURSE

Effective teamwork is the cornerstone of success in any organisation. This course focuses on equipping delegates with the tools and strategies needed to foster collaboration, trust, and alignment within their teams

COURSE OBJECTIVES

- To equip delegates with strategies to create collaboration and trust within teams
- To enhance delegates' ability to identify and address challenges in team dynamics
- To develop delegates skills in aligning team goals with organisational priorities.
- To support delegates in building a culture of accountability and shared success

COURSE OVERVIEW

- **The elements of an effective team**
- **Understanding team roles**
- **Exploring personal preferences within a team**
- **Effective group work**
- **Getting 'stuff' done in a team**
- **Making the most of the team**

AUDIENCE

- Team members
- Volunteers
- Supervisors
- Middle managers

WHAT DELEGATES ENJOY ABOUT OUR TRAINING

- Excellent
- Extremely well organised
- Knowledge of the person presenting
- The session was interactive and encouraged participation
- Discussions with others
- It was a fantastic training with lots of stuff to learn

Duration
Half day

Delegate min /max
2 - 15

Format
Teaching & discussion

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ITS ALL ABOUT ME



ABOUT THE COURSE

One reason appraisals are such hard work is because it can be a passive process for many. This course helps participants take ownership of their performance through defining their personal career vision, creating a consistently strong personal brand and achieving and exceeding their objectives.

AUDIENCE

- Team members
- Volunteers
- Supervisors

COURSE OBJECTIVES

To equip delegates with the desire to own their appraisal meetings, their performance and their career development.

To share tools to define their personal vision and brand and consistently align actions to achieve it.

To support delegates in using feedback effectively to drive personal and professional growth.

WHAT DELEGATES ENJOY ABOUT OUR TRAINING

- Good at explaining concepts very well
- The safe space to talk
- The session was interactive and encouraged participation
- I love the interactive parts of it
- It was a fantastic training with lots of stuff to learn

COURSE OVERVIEW

- **Context for the session**
- **Defining your end goal**
- **Building your personal brand**
- **Owning your performance and development**
- **How to succeed and exceed**
- **Why feedback is your best friend**
- **Growing in your role and career**

Duration
Half day

Delegate min /max
2 - 15

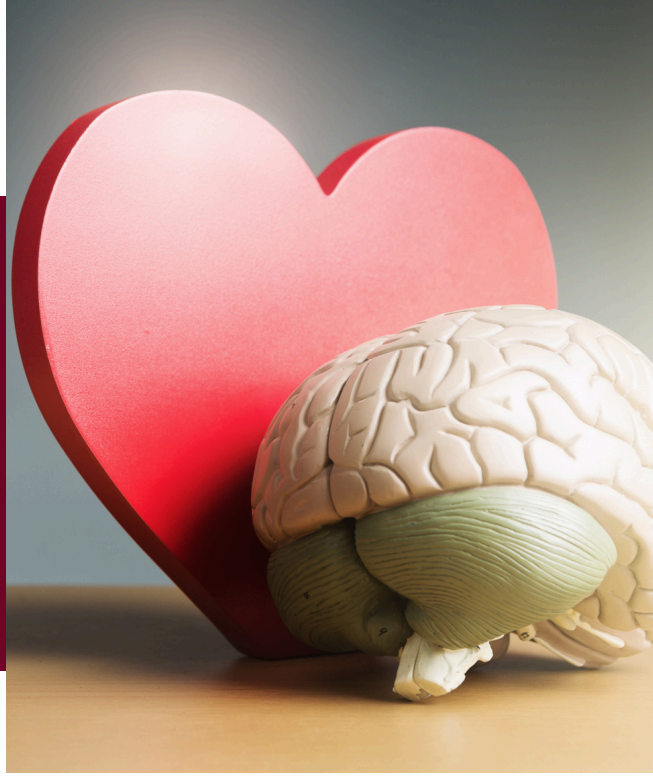
Format
Teaching & discussion

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EI FOR PROFESSIONAL SUCCESS



ABOUT THE COURSE

Emotional intelligence (EI) shapes how we communicate, collaborate, and lead. This course offers a practical approach to understanding and developing the core elements of EI: self-awareness, emotional regulation, empathy, and social skills.

COURSE OBJECTIVES

- To equip delegates with a clear understanding of emotional intelligence and its components.
- To develop delegates' ability to apply EI principles to improve workplace interactions and outcomes.
- To enhance delegates' skills in cultivating self-awareness, empathy, and emotional regulation.
- To support delegates in leveraging EI to achieve personal and professional success.

COURSE OVERVIEW

- **Definitions**
- **The impact of EI**
- **How EI are you?**
- **Cultivating EI skills**
- **Planning and plenary**

AUDIENCE

- Team members
- Volunteers
- Supervisors
- HR professionals
- Team leaders
- Middle managers

WHAT DELEGATES ENJOY ABOUT OUR TRAINING

- Breakout sessions are very helpful
- Relaxed environment
- How engaging it was
- Highly valuable
- Excellent

Duration
Half day

Delegate min /max
2 - 15

Format
Teaching & discussion

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CONFIDENCE TO SHINE



ABOUT THE COURSE

Confidence isn't about always having the answers—it's about trusting yourself to rise to any challenge. This course focuses on real, actionable steps to help delegates take control of their mindset, push past limiting beliefs, and develop the resilience needed to succeed.

COURSE OBJECTIVES

- To equip delegates with strategies to identify and overcome limiting beliefs.
- To develop delegates' ability to build resilience and adapt to challenges at work.
- To support delegates in setting achievable goals that pave the way for success.
- To encourage delegates to prioritise courage and take bold steps toward growth.

COURSE OVERVIEW

- **Building skills and resources**
- **Breaking through limiting beliefs**
- **Setting yourself up for success**
- **Building resilience at work**
- **Courage over confidence**
- **Next steps**

AUDIENCE

- Team members
- Volunteers
- Supervisors
- HR professionals
- Team leaders
- New managers

WHAT DELEGATES ENJOY ABOUT OUR TRAINING

- Extremely knowledgeable trainers
- Thought provoking with lots of in depth discussion and things to take away
- The trainer was incredible, and the exercises around re-framing were really useful.
- Interactive

Duration
Half day

Delegate min /max
2 - 15

Format
Teaching & discussion

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PRESENTATION SKILLS



ABOUT THE COURSE

Strong presentation skills are essential for effectively sharing ideas and influencing others. This two-part course provides delegates with practical techniques to prepare engaging content, connect with their audience, and deliver presentations with clarity and impact.

COURSE OBJECTIVES

- To share tools to prepare and structure effective presentations tailored to an audience.
- To enhance confidence in managing nerves and delivering with clarity and poise.
- To support delegates in using story telling and strong communication techniques to engage and influence.
- To develop delegates' ability to reflect on feedback and continually improve their presentation skills.
- To provide a safe space to practice presenting.

COURSE OVERVIEW

- **Preparation, preparation, preparation**
- **Knowing your audience**
- **Managing nerves**
- **Vocal techniques to support delivery**
- **Content and communication**
- **Delivering your presentation**
- **Reflecting and growing**

AUDIENCE

- Team members
- Volunteers
- HR professionals
- Team leaders
- Middle managers
- Heads of department
- Senior executives

WHAT DELEGATES ENJOY ABOUT OUR TRAINING

- The trainer kept us all involved
- The session was very interactive
- I liked the activity where we made our own speech to practice.
- An enjoyable and informative session.
- A lot of great points covered.

Duration
2 x half days

Delegate min /max
2 - 15

Format
Teaching & discussion

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ESSENTIAL WORKPLACE ETIQUETTE



ABOUT THE COURSE

The way an individual presents themselves in the workplace reflects their professionalism and approach to collaboration. This course is designed to equip delegates with the skills to navigate professional environments with confidence and clarity.

COURSE OBJECTIVES

- To provide a clear understanding of workplace etiquette and its impact on professional relationships.
- To teach effective strategies for maintaining privacy and confidentiality.
- To enable delegates to build stronger relationships by managing up and adapting to workplace dynamics.
- To help delegates develop confidence in asserting themselves professionally.

COURSE OVERVIEW

- **Understanding office etiquette importance**
- **From refrigerators to 'reply all' emails; covering off the basics.**
- **Privacy and confidentiality**
- **Stakeholder identification and managing up**
- **Speaking out and speaking up**

AUDIENCE

- Apprentices
- Interns
- Entry level employees
- Team members
- Volunteers

WHAT DELEGATES ENJOY ABOUT OUR TRAINING

- Very informative
- Informality
- Useful for those who have never been in a professional workplace setting before
- The range of topics
- The interaction with the person giving the training and each other

Duration
Half day

Delegate min /max
2 - 15

Format
Teaching & discussion

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DEVELOPING ASSERTIVENESS SKILLS



ABOUT THE COURSE

A half-day session for those looking to improve their ability to express themselves in a self-assured manner and improve their levels of confidence, influence and impact.

AUDIENCE

- Apprentices
- Interns
- Entry level employees
- Team members
- Supervisors and managers
- Senior leaders
- Change / project managers

COURSE OBJECTIVES

- To improve clarity and influence in difficult interactions
- To enable individuals to find their voice and and avoid being unseen or unheard
- To enable individuals to express that they want without being aggressive.
- To try out new strategies in a safe environment

COURSE OVERVIEW

- **Definitions and expectations**
- **Limiting beliefs, self talk and self image**
- **How to retrain the brain**
- **Understanding assertiveness**
- **The interplay of warmth and power**
- **Strategies for approaching difficult conversations**
- **Speaking out and speaking up**
- **Setting clear boundaries**
- **Closing conversations**

WHAT DELEGATES ENJOY ABOUT OUR TRAINING

- Trainers were very engaging
- The confidence this has given me.
- The small group which made it easier to speak.
- Getting constructive feedback
- Relaxed environment and communicated well
- Highly valuable

Duration
Half day

Delegate min /max
2 - 15

Format
Teaching & discussion

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EQUALITY, DIVERSITY AND INCLUSION



ABOUT THE COURSE

Inclusive workplaces promote collaboration, innovation and generates a sense of belonging. This course will provide delegates with the basics to understand what Equality, Diversity and Inclusion really mean, why they matter and their impact in the organisation.

COURSE OBJECTIVES

To equip delegates with a solid understanding of ED&I principles and their relevance to the workplace

To enhance delegates ability to apply the Equality Act 2010 to real workplace situations with confidence

To develop delegates capability and desire to promote inclusive cultures amongst their teams

COURSE OVERVIEW

- **Definitions**
- **An overview of the Equality Act 2010**
- **Understanding protected characteristics**
- **A focus on disability**
- **Exploring where neurodiversity fits**
- **Microaggressions and microaffirmations**
- **The language we choose to use**

AUDIENCE

- HR professionals
- Team leaders
- Middle managers
- Heads of department
- Senior executives

WHAT DELEGATES ENJOY ABOUT OUR TRAINING

- Highly valuable
- The variety topics covered
- Extremely well organised
- I love the interactive parts of it
- it was an enjoyable session
- I think that Jenny did an outstanding job and engaged each, and everyone of us

Duration
Half day

Delegate min /max
2 - 15

Format
Teaching & discussion

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PREVENTING SEXUAL HARASSMENT - EMPLOYEE AWARENESS



ABOUT THE COURSE

The Workers Protection Act (2023) introduced key updates to safeguard employee rights and promote fair treatment in the workplace. This course helps delegates understand the implications of the Act, how it impacts workplace policies and what steps need to be taken to ensure compliance.

COURSE OBJECTIVES

- Provide delegates with a sound understanding of the term sexual harassment
- Share an awareness of the impact of harassment
- Give an understanding that preventing sexual harassment is everyone's responsibility
- Share tools to support spotting and avoiding sexual harassment
- Strategies to deal with harassment should it arise

COURSE OVERVIEW

- **Understanding the Workers Protection act**
- **What constitutes sexual harassment**
- **Impact of sexual harassment**
- **Group discussion: what are we doing well**
- **Breakout exercise: risks and remedies**
- **Sharing findings**
- **Next steps**

AUDIENCE

- Employees
- Volunteers
- Workers
- Supervisors
- Team leaders

WHAT DELEGATES ENJOY ABOUT OUR TRAINING

- Breakout sessions are very helpful and enable to go deeper into discussion
- Interaction
- Very Good
- Highly valuable
- Extremely clear

Duration
Half day

Delegate min /max
2 - 15

Format
Teaching & discussion

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PREVENTING SEXUAL HARASSMENT - MANAGEMENT SKILLS



ABOUT THE COURSE

This workshop is designed to empower managers to take ownership for the prevention of harassment within their team, the ability to address harassment in the workplace and foster a safe and respectful work environment. This serves to support employers to meet their new duties under the The Workers Protection Act 2023.

AUDIENCE

- Supervisors
- Team leaders
- Line Managers
- Middle Managers

COURSE OBJECTIVES

- A sound understanding of the term harassment within the Equality Act 2010
- A sound understanding of responsibilities under the 2023 Worker Protection Act
- An awareness of impact of sexual harassment
- Key steps to deter and manage incidents
- Effective strategies to create a safe and inclusive culture

WHAT DELEGATES ENJOY ABOUT OUR TRAINING

- How everyone opened up and it was a safe forum for everyone to share ideas
- How engaging the session was
- Extremely clear
- It was great
- Highly valuable

COURSE OVERVIEW

- **Impact of sexual harassment**
- **Identifying types of harassment**
- **Case study**
- **The role of a manager; the CRAS model**
- **Dealing with reports of harassment**

Duration
Half day

Delegate min /max
2 - 15

Format
Teaching & discussion

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PREVENTING SEXUAL HARASSMENT - LEADERSHIP DIALOGUE



ABOUT THE COURSE

The Worker's Protection Act 2023 places increased responsibility on employers. According to a TUC poll, 58% of women say they have experienced sexual harassment, bullying or verbal abuse at work. This workshop is designed to support leadership understanding and organisational decision-making around the Workers Protection Act, thereby ensuring the action necessary to ensure compliance and reduce potential risk and costs.

AUDIENCE

- Senior managers
- Executive leaders
- Business owners

COURSE OBJECTIVES

To allow for understanding, discussion and decision making among senior leaders

To support an organisational risk assessment and executive decision-making around the Act

To facilitate the creation of a roadmap to ensure the prevent of sexual harassment in the workplace,

WHAT DELEGATES ENJOY ABOUT OUR TRAINING

- The chance to discuss these issues in a structured way.
- That it was interactive
- Breakout sessions are very helpful and enable to go deeper into discussion
- The facilitator was able to communicate concepts clearly

COURSE OVERVIEW

- **Overview of The Workers Protection Act**
- **Impact of sexual harassment on individuals and organisations**
- **Understanding our organisation's current data on sexual harassment**
- **Assessing risk across the business**
- **Creating a roadmap to reduce risk**

Duration
Half day

Delegate min /max
2 - 15

Format
Teaching & discussion

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AVOIDING UNCONSCIOUS & SYSTEMIC BIAS



ABOUT THE COURSE

Unconscious biases are when we make judgments or decisions on the basis of our own experience, thought patterns, assumptions or interpretations, and we are not aware that we are doing it.

These biases can affect decision-making and mean we are not making the very best decisions. Where those decisions impact on things like recruitment, pay and rewards, promotions we run the risk of being in breach of the Equality Act 2010, and of having a negative impact on how well we select, engage and retain our team

AUDIENCE

- Middle managers
- HR leaders
- Heads of department
- Executive leadership
- Business owners

COURSE OBJECTIVES

- To support a deeper understanding of personal unconscious bias
- To consider strategies and identify actions to overcome personal bias
- To identify systemic biases that may exist within the organisation
- To explore strategies and identify actions to overcome those biases

WHAT DELEGATES ENJOY ABOUT OUR TRAINING:

- Relaxed environment and communicated well
- Clarity
- Trainers were very engaging
- It was very interactive and there was a small group which made it easier to speak.
- Interesting and interactive.

COURSE OVERVIEW

- **An introduction to unconscious bias**
- **Different types of bias we see at work**
- **Where are my baases?**
- **Understanding and exploring systemic bias**
- **Practical steps to reduce systemic bias**

Duration
Half day

Delegate min /max
2 - 15

Format
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AVOIDING UNCONSCIOUS BIAS



ABOUT THE COURSE

Unconscious biases are when we make judgments or decisions on the basis of our own experience, thought patterns, assumptions or interpretations, and we are not aware that we are doing it.

This course seeks to raise awareness of the mental shortcuts that lead to snap judgments—often based on race and gender—about people's talents or character.

AUDIENCE

- Team members
- Volunteers
- Middle managers
- Heads of department
- Executive leadership
- Business owners

COURSE OBJECTIVES

- To support a deeper understanding of personal unconscious bias
- To raise awareness of personal biases that may exist
- To consider strategies and identify actions to reduce or overcome personal bias

WHAT DELEGATES ENJOY ABOUT OUR TRAINING:

- Highlighting the judgements we make about someone initially and reminding us to ask questions and be curious
- Good at explaining different concepts very well
- The safe space to talk
- Very good

COURSE OVERVIEW

- **An introduction to unconscious bias**
- **The impact of unconscious bias**
- **Different types of bias we see at work**
- **Where are my biases?**
- **Managing personal bias**
- **Practical steps to reduce systemic bias**

Duration
Half day

Delegate min /max
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THE ROLE OF THE LEADER



ABOUT THE COURSE

Leadership in business is the art of inspiring and motivating a group of people to achieve a common goal. With 77 percent of organisations experiencing noticeable leadership gaps, the need for effective business leaders is greater than ever.

COURSE OBJECTIVES

- To equip delegates with a solid understanding of key leadership principles and theories
- To help delegates develop clear and persuasive communication skills with their teams
- To enhance delegates' ability to make smart decisions under pressure.
- To show delegates ways to build a strong team and motivate them to reach their goals

COURSE OVERVIEW

- **Linking management, leadership and HR**
- **The impact of good (and bad) leadership**
- **Exploring our awareness of our own capability**
- **Balancing people and task**
- **Decision-making for sound outcomes**
- **Enhancing engagement**
- **Action planning**

AUDIENCE

- Supervisors
- Middle managers
- Heads of department
- Senior executives
- Business owners

WHAT DELEGATES ENJOY ABOUT OUR TRAINING

- Good discussion break-outs with colleagues
- Delivering it in an engaging fashion
- I would highly recommend Redway
- Professional, expert, person centered approach

Duration
Half day

Delegate min /max
2 - 15

Format
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HARNESSING AUTHENTICITY IN A LEADERSHIP ROLE



ABOUT THE COURSE

This course is designed to empower leaders to embrace their authentic selves, fostering resilience, emotional intelligence and overall well-being. Through a blend of practical tools and insightful resources, you'll learn to lead with purpose and integrity, creating a positive impact on your team and organisation.

COURSE OBJECTIVES

- To equip delegates with strategies for leading authentically and inspiring their teams
- To develop the ability to understand and manage emotions effectively
- To enhance delegates performance and well-being through neuroscience-based methods
- To cultivate delegates resilience to handle leadership challenges with confidence and composure

COURSE OVERVIEW

- **Working within the system, social and self**
- **Considering our personal goals**
- **Aligning our actions at work with our goals**
- **Understanding and harnessing emotions**
- **Using emotional intelligence for resilience and influence**

AUDIENCE

- Supervisors
- Middle managers
- Heads of department
- Senior executives
- Business owners

WHAT DELEGATES ENJOY ABOUT OUR TRAINING

- How engaging the session was
- Lots of techniques to cope and not feel overwhelmed
- Very Good
- Openness
- Clear trainer

Duration
Half day

Delegate min /max
2 - 15

Format
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SECURING ENGAGEMENT WITH CHANGE



ABOUT THE COURSE

Change is essential for growth, but managing it effectively can be a challenge. This course equips delegates with the tools to introduce change to their teams, set the change up with the best chance of success and overcome resistance.

COURSE OBJECTIVES

- To help attendees to prepare for, increase engagement with and provide sustained change
- To equip delegates with strategies to lead their teams through organisational change effectively
- To enhance delegates ability to communicate change in a way that inspires engagement
- To support delegates in understanding of how change affects individuals

AUDIENCE

- Supervisors
- Middle managers
- Heads of department
- Senior executives
- Business owners

WHAT DELEGATES ENJOY ABOUT OUR TRAINING

- Thoroughly professional
- Highly recommended
- A great help to myself and our company
- Very Good
- Highly vaulable

COURSE OVERVIEW

- **Understanding change in our context**
- **The change process (Lewin's 3 stage model)**
- **Exploring why change fails**
- **The critical role of leadership in effecting change**
- **Planning comprehensive communication**
- **Considering the individual**

Duration
Half day

Delegate min /max
2 - 15

Format
Teaching & discussion

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CREATING A CULTURE OF INNOVATION



ABOUT THE COURSE

A thriving organisation needs more than short-term wins, it requires a culture and structure that support growth, adaptability and resilience. This course focuses on equipping leaders with the tools to shape a strong organisational foundation where people and processes use innovation to align with long-term goals

AUDIENCE

- Middle managers
- Heads of department
- Senior executives
- Business owners

COURSE OBJECTIVES

- To equip delegates with strategies to design an organisational structure that supports rather than restricts innovation and growth
- To share ways to cultivate a culture of innovation, driving creativity and continuous improvement
- To support delegates in aligning culture and structure with organizational vision and values
- To develop delegates' skills in embedding practices that drive long-term success

WHAT DELEGATES ENJOY ABOUT OUR TRAINING

- Jenny's experience and real-life examples are so valuable.
- Interactive nature is good, having the chance to openly discuss things means you hear lots of different ideas
- Signposting to research and articles is useful
- I enjoyed the interactions with colleagues

COURSE OVERVIEW

- **How innovation supports success**
- **Structures supporting an innovative approach**
- **Integrating creativity and innovation into your DNA**
- **Leadership as a key to success**
- **How to adapt recruitment to sustain success**
- **Rewarding the right behaviours**
- **Action planning purposeful next steps**

Duration
Half day

Delegate min /max
2 - 15

Format
Teaching & discussion

REDWAY

GROW | CHANGE | THRIVE

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EMPLOYMENT 101 FOR MANAGERS



ABOUT THE COURSE

Understanding the basics of employment its essential to navigate workplace policies, practices and responsibilities with confidence. This course equips participants with a basic understanding of key employment topics, and is designed for both new and experienced employees or manager.

COURSE OBJECTIVES

- To equip delegates with a basic but clear understanding of essentials in employment law
- To enhance delegates' awareness of their responsibilities as a recruiter and employer
- To support delegates in understanding the correct course of actions when dealing with poor conduct or employee complaints

COURSE OVERVIEW

- **Overview of the Equality Act 2010**
- **Types of contracts; from volunteers to employees**
- **Job offers and vetting checks**
- **Using onboarding, induction and probation to your advantage**
- **Employment rights managers need to know**
- **First steps to managing conduct problems**
- **Dealing with grievances raised by employees**

AUDIENCE

- Team members
- Team leaders
- Middle managers
- Heads of department
- Senior executives
- Business owners

WHAT DELEGATES ENJOY ABOUT OUR TRAINING

- Everyone in the session getting involved and sharing personal experience
- Lots of opportunity to ask questions
- The trainer was brilliant
- It was great!

Duration
Half day

Delegate min /max
2 - 15

Format
Teaching & discussion

REDWAY
GROW | CHANGE | THRIVE

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TRANSITION INTO MANAGEMENT



ABOUT THE COURSE

Transitioning into a management role can be both exciting and challenging. This course is designed to support new managers to navigate this critical career step. Delegates will gain practical knowledge to manage workloads, develop team performance and handle difficult conversations.

COURSE OBJECTIVES

- To equip delegates with the skills to transition from peer to manager with confidence
- To encourage a shift from individual contributor to team manager delivering organisational priorities
- To explore means of effectively communicating workloads and deadlines
- To introduce performance management as a holistic approach
- To enhance skills in diffusing difficulties / conflicts effectively

COURSE OVERVIEW

- **Shifting focus and mindset**
- **Delegating, workloads and deadlines**
- **Effective communication in different settings**
- **The key to performance management**
- **Diffusing difficult conversations**
- **Resolving conflict**

AUDIENCE

- Supervisors
- Team leaders
- New managers
- Experienced managers looking for a refresher

WHAT DELEGATES ENJOY ABOUT OUR TRAINING

- It was personally tailored for our organisation.
- High quality training.
- I would recommend highly
- This was really useful
- Made it really easy to understand how important it is to have personal conversations with an individual on an on going basis.

Duration
Half day

Delegate min /max
2 - 15

Format
Teaching & discussion

REDWAY

GROW | CHANGE | THRIVE

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EFFECTIVE ATTRACTION AND RECRUITMENT



ABOUT THE COURSE

The competitive job market demands fresh and creative approaches to attract exceptional talent in an environment where candidates have more options than ever. This course focuses on innovative strategies that enable organisations stand out to top canidates.

COURSE OBJECTIVES

- To equip delegates with skills to create compelling, values-driven job advertisements
- To enhance delegates' ability to build a brand that resonates with top-tier candidates
- To support delegates in using data and insights to refine recruitment strategies
- To develop delegates' confidence in understand the different tools and platforms to reach high-performing talent

COURSE OVERVIEW

- **The true cost of poor recruitment**
- **Make your employer brand work for you**
- **Defining realistic job expectations**
- **Sound selection methods**
- **Avoiding unconscious bias**
- **Induction as an investment**
- **Diversity, equality and inclusivity in recruitment**
- **GDPR and your paperwork**

AUDIENCE

- HR professionals
- Team leaders
- Middle managers
- Business Owners

WHAT DELEGATES ENJOY ABOUT OUR TRAINING

- Excellent
- Interesting and interactive.
- The session and encouraged participation
- Discussions with others
- Highly valuable

Duration
Half day

Delegate min /max
2 - 15

Format
Teaching & discussion

REDWAY

GROW | CHANGE | THRIVE

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FIRST IMPRESSIONS, LASTING SUCCESS: ONBOARDING & PROBATION FOR LINE MANAGERS



ABOUT THE COURSE

The early stages of employment are vital for performance and engagement. Incorporating changes required by the new Employment Rights Bill, this course equips managers with essential tools to ensure legal compliance and foster lasting productivity within their teams.

COURSE OBJECTIVES

- To equip line managers with the knowledge and tools to deliver effective, legally compliant onboarding and probation processes.
- To clarify their responsibilities under the Employment Rights Bill 2025, including day-one rights and fair treatment.
- To improve employee engagement, retention and performance through structured onboarding, induction and probation.

COURSE OVERVIEW

- **Welcome and the legal landscape**
- **Offers and employment: Getting the basics right**
- **Onboarding: laying firm foundations**
- **Induction: Making early weeks count**
- **Probation: Set for success**
- **Engagement and retention**
- **Plenary and planning**

AUDIENCE

- HR professionals
- Team leaders / supervisors
- Middle managers
- Heads of department
- Senior executives
- Business owners

WHAT DELEGATES ENJOY ABOUT OUR TRAINING

- Discussing thoughts within a small group.
- The length of time was enough to keep you engaged and I enjoyed the interaction
- Very good
- Highly valuable
- Being invited to share our thoughts on the topics raised

Duration
Half day

Delegate min /max
2 - 15

Format
Teaching & discussion

REDWAY

GROW | CHANGE | THRIVE

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POWERFUL PERFORMANCE CONVERSATIONS



ABOUT THE COURSE

Organisations achieve the best from their team by giving line managers the skills manage and develop performance to effectively - usually within a framework of planned goals and objectives.

In this course we share the essential tools and techniques needed to manage and support employee performance,

COURSE OBJECTIVES

To equip delegates with an understanding of what we mean by performance management, and the tools to do so effectively.

Enabling delegates to deliver feedback in a balanced way to inspire change.

To increase accountability and professional development within their team through exploring effective delegation and SMART objective setting.

COURSE OVERVIEW

- **Performance - management or development?**
- **The power of performance conversations**
- **Effective feedback; positive and constructive**
- **Objective setting for ownership and impact**
- **Developing future capability**
- **Succession planning**

AUDIENCE

- HR professionals
- Team leaders / supervisors
- Middle managers
- Heads of department
- Senior executives
- Business owners

WHAT DELEGATES ENJOY ABOUT OUR TRAINING

- Trainers were very engaging
- Breakout sessions are very helpful and enable to go deeper into discussion
- Very good
- Highly valuable
- Extremely clear
- Interesting and interactive.

Duration
Half day

Delegate min /max
2 - 15

Format
Teaching & discussion

REDWAY
GROW | CHANGE | THRIVE

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MANAGING ABSENCE AND ATTENDANCE



ABOUT THE COURSE

Employment relations is a critical part of managing workplace issues. This course provides managers and HR professionals with the knowledge and skills to manage these processes with fairness, professionalism and confidence. Delegates will learn the processes to ensure compliance with the law.

COURSE OBJECTIVES

- To share the impact of absence on organisations and why it is important to manage
- To give attendees the skills and confidence to manage long and short-term absences effectively
- To clarify what a 'fair' capability process looks like in line with UK legislation
- To create awareness of how disability affects processes and decision-making

COURSE OVERVIEW

- **Definitions of absenteeism**
- **Impact of sickness absence on organisations**
- **Proactive steps to manage absenteeism**
- **Managing short-term sickness absence**
- **Return to Work Interviews**
- **Dealing with long-term absences**
- **False sickness and presenteeism**

AUDIENCE

- HR professionals
- Team leaders / supervisors
- Middle managers
- Heads of department
- Senior executives
- Business owners

WHAT DELEGATES ENJOY ABOUT OUR TRAINING

- Relaxed environment and communicated well
- Clarity
- Trainers were very engaging
- It was very interactive and there was a small group which made it easier to speak.
- Interesting and interactive.

Duration
Half day

Delegate min /max
2 - 15

Format
Teaching & discussion

REDWAY

GROW | CHANGE | THRIVE

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ALLEGATIONS AND INVESTIGATIONS



ABOUT THE COURSE

Handling allegations and conducting investigations are critical responsibilities for managers and HR professionals. This course provides guidance and knowledge to approach those situations, and delegates will learn how to manage allegations fairly, carry out thorough investigations and ensure la compliance.

AUDIENCE

- HR professionals
- Team leaders
- Middle managers
- Heads of department
- Senior executives
- Business owners

COURSE OBJECTIVES

- To equip delegates with the skills to handle workplace allegations openly and impartially
- To support delegates in conducting thorough and legally compliant investigations
- To enhance delegates confidence in handling sensitive complaints
- To develop delegates understanding of best practices for documenting and communicating outcomes

WHAT DELEGATES ENJOY ABOUT OUR TRAINING

- It was very interactive and there was a small group which made it easier to speak.
- Extremely clear
- Very Good
- How engaging the session was
- It was a fantastic training with lots of stuff to learn.

COURSE OVERVIEW

- **Taking receipt of an allegation**
- **Understanding the role and purpose of an investigation**
- **Conducting the the investigation**
- **Evidence and documentation**
- **Concluding the investigation**
- **Case study**

Duration
Half day

Delegate min /max
2 - 15

Format
Teaching & discussion

REDWAY

GROW | CHANGE | THRIVE

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MANAGING DISCIPLINARIES AND APPEALS



ABOUT THE COURSE

With ACAS reporting an estimated 1.7 million formal disciplinary cases in UK organisations each year, it is vital managers understand how to manage the process effectively. This course equips delegates with the knowledge and skill to manage such processes with fairness, professionalism and confidence, reducing the risk of expensive employment tribunals.

COURSE OBJECTIVES

- To equip delegates with the understanding of why conducting a sound disciplinary is important
- To enhance understanding of the disciplinary process and how to apply it consistently
- To increase understanding of appeals and the required steps to take.
- To hone delegates' ability to weigh evidence prior to reaching a conclusion
- To increase delegates' the ability to ensure compliance while working with empathy

COURSE OVERVIEW

- **Introducing conduct and capability**
- **Ensuring a legally fair process**
- **Preparing for a disciplinary hearing**
- **At the disciplinary hearing**
- **Making considered decisions on outcomes**
- **Managing appeals**
- **Case studies**

AUDIENCE

- HR professionals
- Team leaders
- Middle managers
- Heads of department
- Senior executives

WHAT DELEGATES ENJOY ABOUT OUR TRAINING

- Having / following a structure for difficult conversations
- The confidence this has given me.
- Openness and easiness of the session
- Interesting and interactive
- Very useful and well pitched

Duration
Half day

Delegate min /max
2 - 15

Format
Teaching & discussion

REDWAY
GROW | CHANGE | THRIVE

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MANAGING POOR PERFORMANCE



ABOUT THE COURSE

Addressing poor performance is an important part of management, requiring balance of fairness, clarity and support. This course provides delegates with the skills to handle poor performance constructively in the first instance, but understanding next steps where performance does not improve.

COURSE OBJECTIVES

- To equip delegates with tools to recognise and address performance issues confidently
- To develop the ability to approach performance discussions with clarity
- To enhance skills in designing and implementing tailored improvement plans
- To support delegates in managing performance concerns while maintaining engagement

COURSE OVERVIEW

- **Understanding capability**
- **Causes of poor performance**
- **Managing performance remotely**
- **Providing timely and effective feedback**
- **Informal steps to support improved performance**
- **Formal steps where performance does not improve**

AUDIENCE

- HR professionals
- Team leaders
- Middle managers
- Heads of department
- Senior executives
- Business owners

WHAT DELEGATES ENJOY ABOUT OUR TRAINING

- Breakout sessions are very helpful and enable to go deeper into discussion
- Interaction
- Very good
- Highly valuable
- Extremely clear

Duration
Half day

Delegate min /max
2 - 15

Format
Teaching & discussion

REDWAY
GROW | CHANGE | THRIVE

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COACHING SKILLS FOR MANAGERS



ABOUT THE COURSE

The CIPD's Learning at Work report shows that coaching (the use of one-to-one conversations to enhance an individual's skills, knowledge or work performance) is one of the most effective approaches to learning and development.

AUDIENCE

- Supervisors
- Middle managers
- Heads of department
- Senior executives
- Business owners

COURSE OBJECTIVES

- To share what coaching means in an organisational environment
- To learn and apply a framework for coaching to use with their teams
- To practice coaching in a safe environment, and receive feedback to further develop coaching skills

DELEGATES SAID THEY ENJOYED:

- The fact that I can be assertive and not worry about it
- Putting it into practice
- Practicing the skills - giving the time to provide two positive and two development areas, really enabled you to think about your strengths

COURSE OVERVIEW

Coaching explained
How coaching fits into the way we learn
Understanding essential coaching skills
Exploring / understanding a practical coaching model
Coaching practice
Reflection and next steps

Duration
Half day

Delegate min /max
2 - 15

Format
Teaching & discussion

REDWAY

GROW | CHANGE | THRIVE

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DEVELOPING HIGH PERFORMING TEAMS



ABOUT THE COURSE

Helping employees reach their full potential is at the heart of effective performance development. This course explores practical strategies for managing and improving performance in a way that benefits both individuals and organisations.

COURSE OBJECTIVES

- To equip delegates with a clear understanding of the holistic nature of performance development
- To develop the ability to set SMART goals that drive individual and team success
- To introduce coaching skills for increased engagement
- To enhance delegates skills in delivering constructive feedback to nurture growth and motivation
- To support delegates in creating effective learning and development plans

COURSE OVERVIEW

- **Understanding the holistic nature of performance development**
- **Setting clear and engaging objectives**
- **Delivering impactful feedback**
- **Using coaching skills to enhance ownership**
- **Building in learning and development**
- **How to tie in succession planning**

AUDIENCE

- HR professionals
- Team leaders
- Middle managers
- Heads of department
- Business owners

WHAT DELEGATES ENJOY ABOUT OUR TRAINING:

- Valuable information shared in an engaging and effective way, making the learning process smooth.
- Highly valuable
- Keep doing what you're doing. It was a great experience

Duration
Half day

Delegate min /max
2 - 15

Format
Teaching & discussion

REDWAY

GROW | CHANGE | THRIVE

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MANAGING STRESS AND WORKPLACE MENTAL HEALTH



ABOUT THE COURSE

Work-related stress can significantly impact employees' physical and mental health, affecting behavior and performance.

This course aims to share knowledge and tools to effectively manage and reduce stress in the workplace. By understanding stress risk assessments and the use of Occupational Health services, participants will be better prepared to support their teams and foster a healthier work environment.

AUDIENCE

- HR professionals
- Team leaders
- Middle managers
- Heads of department
- Business owners

COURSE OBJECTIVES

- Raise awareness of work-related stress and its impact on employees.
- Develop skills to identify and reduce stress in the workplace.
- Provide tools for conducting stress risk assessments.
- Utilise Occupational Health (OH) services to support employees.

WHAT DELEGATES ENJOY ABOUT OUR TRAINING

- Opened up good conversation
- Good pace
- Will lead to better outcomes for the organisation
- It was great!
- Its informality and an encouraging, supportive facilitator

COURSE OVERVIEW

Understanding work-related stress and mental health
Causes of workplace stress
SIgns of burnout
Managing stress related absence
Building personal resilience
Further tools and resources

Duration
Half day

Delegate min /max
2 - 15

Format
Teaching & discussion

REDWAY

GROW | CHANGE | THRIVE

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MENOPAUSE AT WORK - FOR THE UNINITIATED



ABOUT THE COURSE

Menopausal women are the fastest-growing demographic in the workplace (CIPD); yet many struggle to manage the changes their bodies are going through. A quarter of menopausal women experience debilitating symptoms which leads them to exit the workplace completely. Likely to be at the top of their career, this is a huge loss of talent and something that we can better manage as menopause begins to lose its taboo.

AUDIENCE

- HR professionals
- Team leaders
- Middle managers
- Heads of department
- Business owners

COURSE OBJECTIVES

- To equip delegates with an understanding of menopause and its potential impact on employees
- To enhance delegates awareness of the implications for employers, including legal, welbeing and cultural considerations
- To share practical strategies to manage menopause in the workplace
- To provide delegates with tools and resources to create a more inclusive and supportive work environment

WHAT DELEGATES ENJOY ABOUT OUR TRAINING

- I would highly recommend Redway!
- Friendly, professional but warm and relaxed
- It was great!
- It was super interactive
- Inspiring, eye opening and informative

COURSE OVERVIEW

Menopause explained
Implications on employees
Implications for employers
Managing menopause at work
Further tools and resources

Duration
Half day

Delegate min /max
2 - 15

Format
Teaching & discussion

REDWAY

GROW | CHANGE | THRIVE

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PERSONAL RESILIENCE



ABOUT THE COURSE

When you have resilience, you harness the inner strength that helps you rebound from a setback or challenge. Without resilience, you may get stuck, feel burdened or feel like a victim.

Resilience won't make your problems disappear but can help you cope better, see past the immediate and find ways better handle stress. If you aren't as resilient as you'd like to be, this is course will help you how to become more resilient.

COURSE OBJECTIVES

- To provide attendees with an understanding of the key pillars of resilience
- To provide the opportunity to reflect on levels of personal resilience at work
- To encourage attendees to define actions which will increase personal resilience in the workplace

COURSE OVERVIEW

- **Understanding the 5 pillars of resilience**
- **Personal purpose**
- **Self-care**
- **Situational awareness**
- **Self-awareness**
- **Relationships**
- **Action planning and follow up**

AUDIENCE

- Team members
- Volunteers
- Team leaders
- Middle managers
- Heads of department
- Business owners

WHAT DELEGATES ENJOY ABOUT OUR TRAINING:

- Excellent
- Extremely well organised
- Knowledge of the person presenting
- The session was interactive and encouraged participation
- Discussions with others

Duration
Half day

Delegate min /max
2 - 15

Format
Teaching & discussion

REDWAY

GROW | CHANGE | THRIVE

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STRESS AND MENTAL HEALTH AT WORK



ABOUT THE COURSE

Stress can place immense demands on employees' physical and mental health and affect their behaviour and performance.

With around 63% of long-term absence being cause by mental health issues and the CIPD reporting that only around half of employers believe they are effective in tackling workplace stress (52%), this course is a fantastic way to support individuals in understanding their own stress and taking ownership of managing pressure and stress as effectively as possible.

COURSE OBJECTIVES

- To raise awareness of stress and mental health at work
- To build skills around preserve good mental health and reducing stress
- To provide tools to support individuals in nurturing personal wellbeing and reducing or managing stress
- To sustain engaged, happy and healthy teams

COURSE OVERVIEW

- **Understanding stress and mental health**
- **Six causes of stress at work**
- **Approaching stress**
- **Identifying and responding to others' needs**
- **Where to seek support**
- **Action planning and follow up**

AUDIENCE

- Team members
- Volunteers
- Team leaders
- Middle managers
- Heads of department
- Business owners

WHAT DELEGATES ENJOY ABOUT OUR TRAINING:

- Excellent
- Everyone in the session getting involved and sharing personal experience
- Lots of opportunity to ask questions
- The trainer was brilliant

Duration
Half day

Delegate min /max
2 - 15

Format
Teaching & discussion