



# Kingfisher

## Professional Services

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Employment Law & HR Services

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# About

## Kingfisher Professional Services

At Kingfisher Professional Services, we understand that businesses across different industries face unique HR and Employment Law challenges that generalised solutions may not fully address. Our team of experts collaborates closely with clients to provide bespoke Employment Law and HR services, tailored to meet your specific needs.

We also develop customised training solutions that incorporate your company's systems, policies, procedures, and working practices, ensuring that your training is impactful and relevant to your organisation.

Whether you need support with compliance, performance management, or workplace investigations, our services are designed to help your business thrive while staying fully compliant with the latest regulations.

All our training is delivered via a workbook, designed and tailored to meet your training needs. Attendees will engage in an open discussion throughout the training session, often leading to group activities and time to feedback on how each individual attendee would manage a particular employee relations scenario.

Within this brochure, you will find examples of training topics we have delivered and believe to be the core subject all businesses should invest with management training. We work collectively with you to draft a training workbook, bespoke to your company, to facilitate your training needs.



# Training Delivery Methods

Choose from the following delivery methods that best suit the needs of your business:

## In-House Training (At Your Premises)

This consists of one of our experienced tutors delivering training at your premises. This delivery method can be a convenient, flexible, and cost-effective solution to meeting the training needs of your business.

### Benefits can include:

- Cost savings per delegate
- Reducing costs for travel, accommodation and other expenses associated with this
- Training conducted at a convenient time for you



## Virtual Classroom (Tutor-Led)

This consists of one of our experienced tutors delivering interactive online training to only your employees using different virtual meeting platforms. This delivery method can be a convenient, flexible, and cost-effective solution to meeting the training needs of your business.

### Benefits can include:

- Training staff who work from home or who are located in different locations
- Cost savings per delegate
- No costs for travel, accommodation and other expenses associated with this
- Training conducted at a convenient time for you

# HR Management

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At Kingfisher Professional Services, our HR Management Training equips businesses with the tools to handle complex HR challenges while ensuring compliance with employment laws.

HR Management Training is designed to upskill new members of management whilst collaborating with existing management and developing their knowledge and skills.

## Key Benefits:

- Full compliance with HR-related legislation.
- Strengthens HR policies and employee management.
- Emphasises a consistent approach to HR issues.
- Tailored to suit ongoing HR concerns for your business.



## Core Training Topics:

- Discussion regarding present challenges and obligations for Managers.
- Working Time Regulations.
- Family Friendly Employee Rights.
- Flexible Working.
- Managing Conduct and Poor Performance.
- Managing sickness and absences.
- Understanding and handling Grievances.

Led by experienced professionals, our training provides real-world solutions to everyday HR challenges, helping your HR team operate more effectively and with confidence.

# Equal Opportunities for Management

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At Kingfisher Professional Services, our Equal Opportunities Training helps businesses create a fair, diverse, and inclusive workplace while ensuring compliance with equality laws.

## Key Benefits:

- Full compliance with equality legislation.
- Encourages a diverse, respectful work environment.
- Tailored to meet your business's unique needs.



## Core Training Topics:

- Anti-discrimination policies.
- Bullying, harassment and sexual harassment awareness.
- Expectations of a Manager.
- Awareness of the Equality Act 2010:
  - What is a protected characteristic?
  - Different forms of discrimination
  - Spotlight on disability - failure to make reasonable adjustments
- Spotlight on Employer Duty to prevent Sexual Harassment (The Worker Protection (Amendment of Equality Act 2010) Act 2023 (Worker Protection Act))
- Understand the definition of Victimisation.
- Reasonable steps defence.
- Building an inclusive culture.
- Understanding equality and diversity rights.

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For businesses struggling with discrimination issues or inconsistent application of equality policies, our course offers practical, real-world solutions tailored to your company's needs. This helps create a respectful, legally compliant workplace and minimises the risk of disputes.

# Equal Opportunities for Employees

It is important for all employers of all industries to take a proactive approach to continuously making employees aware of your policies surrounding equality and diversity in the workplace.

## Key Benefits:

- Employers can evidence training on Equality and Diversity.
- Encourages a diverse, respectful work environment.



## Core Training Topics:

- Dignity and respect in the workplace and beyond.
- Awareness of Company internal policies ( Equal Opportunities, Bullying and Harassment, Sexual Harassment, etc)
- Effects and consequences on the individual employee and company.
- Discriminatory behaviour:
  - Direct discrimination, indirect discrimination, discrimination arising out of a disability
  - Awareness of protected characteristics
- Bullying and Victimisation.
- Workplace harassment:
  - General harassment, sexual harassment, rejection of or submission to harassment

This course helps employees understand and apply equality principles, fostering a respectful, inclusive, and legally compliant workplace. By addressing these issues proactively, you can reduce the risk of disputes and promote a positive work environment where all employees feel valued and supported.

# HR Awareness

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At Kingfisher Professional Services, our HR Awareness Training helps businesses address common HR challenges while ensuring compliance with employment laws.

## Key Benefits:

- Stay compliant with employment legislation.
- Prevent common workplace HR issues.
- Tailored to meet your business's specific needs.



## Core Training Topics:

- Dealing with workplace grievances.
- Disciplinary procedure awareness.
- Consistent and fair approach.
- Understanding employment rights and responsibilities.

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For companies struggling with issues like handling grievances or maintaining up-to-date knowledge of employment law, our course provides clear, actionable solutions that can be applied immediately.

Our training aligns with your company's policies, ensuring it's relevant and practical for your team. Led by experienced professionals, it helps reduce risks and improve overall HR management effectiveness.



# Grievances

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At Kingfisher Professional Services, our Grievance Training helps businesses address grievances fairly and in compliance with employment laws.

## Key Benefits:

- Ensure compliance with grievance procedures.
- Build a respectful, transparent work environment.
- Tailored to your business's specific HR needs.



## Core Training Topics:

- How to identify a grievance.
- Selecting the appropriate channel to manage the grievance.
- Managing grievance procedures effectively.
- Understanding of the ACAS Code of Practice.
- Ensuring fair treatment during investigations.
- Understanding legal responsibilities and employee rights.

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For companies struggling with handling grievances in a timely and fair manner, our course offers clear guidance on best practices to minimise conflict and improve workplace harmony.

Our training is tailored to your company's policies, ensuring relevance and practical application. Led by experienced professionals, we offer practical solutions to everyday HR challenges, helping your business maintain a positive and compliant work environment.

# Capability – Poor Performance

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At Kingfisher Professional Services, our Capability Training helps businesses address performance issues effectively while complying with employment law.

## Key Benefits:

- Full compliance with employment law.
- Encourages fair and transparent performance management.
- Tailored to meet the specific needs of your business.



## Core Training Topics:

- Managing capability procedures.
- Common mistakes and how to avoid.
- Identifying poor performance.
- Setting fair and reasonable targets.
- Supporting employees to improve performance.
- Legal considerations in performance management.

For companies facing challenges such as effectively improving employee performance or dealing with capability issues, our course provides actionable strategies to support employees and guide them towards improvement.

Our training is fully tailored to your company's policies and procedures, ensuring practical relevance. Our experienced professionals provide real-world solutions to address performance challenges effectively, helping to foster a productive and compliant workplace.

# Conduct and Poor Performance

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At Kingfisher Professional Services, our Conduct Training helps businesses manage conduct issues effectively while staying compliant with employment law.

## Key Benefits:

- Full compliance with conduct-related employment legislation.
- Promotes a respectful, positive work environment.
- Tailored to fit the specific needs of your organisation.



## Core Training Topics:

- Managing disciplinary procedures.
- Informal vs formal action.
- Understanding the ACAS Code of Practice.
- Mock interactive investigation meeting and disciplinary hearing.
- Right of appeal.
- Addressing misconduct fairly and legally.

For companies facing challenges with inappropriate behaviour or breaches of policy, our course offers structured strategies to handle conduct issues effectively and prevent future incidents.

Our training is fully customised to your company's policies, making it relevant and impactful. Delivered by experienced professionals, our training provides practical, real-world solutions to maintain discipline and encourage a positive workplace culture.

# Partner with us today



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