CONCEPT

People Management and HR Practice Essentials for Team Leaders and HR Officers

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Technical depth: Practitioner · **Practical mode:** Role-play

Introduction

Most people problems that reach HR began as small issues a supervisor did not address: an unclear objective, a late start with no onboarding, a feedback conversation postponed, an absence pattern left unchallenged. When team leaders and HR officers lack shared methods, cases escalate, decisions are inconsistent and good staff leave. This course equips them with recognised HR practices and conversation models for the full employee lifecycle, rehearsed through role-play with structured feedback. Participants leave with a Team People Management Toolkit of templates and procedures ready for use in their own team.

Course Objectives

- Map line manager and HR responsibilities across the employee lifecycle using a RACI matrix
- Apply recognised HR standards and motivation models when recruiting, onboarding and developing team members
- Conduct selection interviews, one-to-ones, feedback and coaching conversations using structured models
- Handle absence, underperformance, grievances and conflict through fair and documented procedures
- Assemble a Team People Management Toolkit for immediate use in their own team

Target Audience

- Team leaders and supervisors responsible for the day-to-day direction of staff
- Newly promoted team leads taking on people responsibility for the first time
- HR officers and generalists handling recruitment, onboarding and employee queries
- HR administrators maintaining employee records and applying HR procedures
- Shift and project coordinators leading small operational teams

Course Outline

Day 1: People Management Foundations and the Employee Lifecycle

- Employee Lifecycle Map from Attraction to Exit
- Line Manager and HR Responsibility Matrix Using RACI
- Development Level Diagnosis with Situational Leadership II
- Team Maturity Assessment Using Tuckman's Stages
- Team People Health Check: Turnover, Absence and Engagement Indicators

Day 2: HR Practice Standards and Motivation Models

- ISO 30201:2026 HR Management System Processes Overview
- ISO 30405:2023 Recruitment Guidelines and Candidate Experience
- Herzberg's Two-Factor Theory and the Job Characteristics Model
- ISO 45003:2021 Psychosocial Risk Guidance for Team Wellbeing
- Employment Policy and Procedure Manual Navigation Guide

Day 3: Everyday People Management Skills

- Competency-Based Interview Design with the STAR Technique
- Onboarding Plan and 30-60-90 Day Checklist
- SMART Objective Setting and One-to-One Meeting Template
- SBI Feedback Model for Recognition and Correction
- GROW Coaching Conversations and the Seven Levels of Delegation

Day 4: Difficult Cases and Controls

- Absence Management with the Bradford Factor and Return-to-Work Interviews
- Performance Improvement Plan Structure and Documentation Standards
- Grievance and Informal Resolution Using the Thomas-Kilmann Conflict Modes
- Fair Process Checklist for Investigation and Disciplinary Cases
- Employee Record-Keeping and Confidentiality Controls Using ISO/IEC 27701:2025

Day 5: Role-Play Practice and the Toolkit

- Role-Play: Competency-Based Selection Interview
- Role-Play: Corrective Feedback and Performance Improvement Meeting
- Role-Play: Return-to-Work and Absence Review Conversation
- Team People Management Toolkit Assembly
- Peer Feedback Review Using a Conversation Observation Scorecard

Skills You Will Gain

- Team Leadership
- Structured Interviewing
- Performance Feedback
- Workplace Coaching
- Absence Management
- Conflict Resolution
- Employee Relations Documentation

Why Attend This Course

- Return to work with a Team People Management Toolkit of templates ready to use the following week
- Rehearse the most difficult people conversations with structured feedback before facing them at work
- Know when to resolve an issue directly and when to involve HR, reducing escalations and delay
- Share practical approaches with supervisors and HR staff from different sectors and countries

Conclusion

Good people management depends less on policy knowledge than on handling routine moments well and consistently. The course moves from the employee lifecycle and the split of responsibilities between line managers and HR, through recognised standards and motivation models, to the interviews, feedback, coaching and difficult cases that fill a supervisor's week. The final day combines role-play practice with the assembly of a Team People Management Toolkit, and Core Concept designs that practice so participants return ready to apply each method with their own team.