

**CROSS REFERENCING OF THE BAOBAB CENTRE TRAINING SESSIONS
AGAINST
MANAGEMENT STANDARDS CENTRE
NATIONAL OCCUPATIONAL STANDARDS
(<http://www.management-standards.org/>)**

Personalised training sessions offered in groups or on an individual basis. Groups are limited to 15 in number to ensure interactivity and relevance to the trainees. Individual sessions are available on a coaching basis where the course content is covered and that individual's own issues are also addressed.

The Baobab Centre Subject Title	Objectives	Contribution towards MSC National Occupational Standards	
Absence Management	<ul style="list-style-type: none"> • Understand what causes staff absence and the impact it has on the workplace • Plan objectives, strategies and tactics for dealing with absence issues • Understand the legal aspects of absence • Understand how to manage absence: including managing <ul style="list-style-type: none"> ○ persistent short term absences ○ long term absence ○ stress related absence ○ medical referrals ○ return to work interviews 	B8 D1 D4 E5 E7	Ensure compliance with legal, regulatory, ethical and social requirements Develop productive working relationships with colleagues Plan the workforce Ensure your own actions reduce risks to health and safety Ensure an effective organisational approach to health and safety
Anger management	<ul style="list-style-type: none"> • Recognise and acknowledge feelings of anger in ourselves and others • Identify advantages and disadvantages of anger • Understand different styles of anger • Differentiate between passive, assertive and aggressive responses to anger • Develop a range of tools and techniques to manage angry emotions • Develop a range of responses to the anger displayed by others 	A1 B10 D1	Manage your own resources Manage risk Develop productive working relationships with colleagues
Assertiveness Training/ Becoming more assertive	<ul style="list-style-type: none"> • Learn to make a positive impact on the people around you and discover what blocks assertiveness in your current behaviour • Develop a range of tools and techniques to overcome these barriers, boost your confidence and improve your status and performance • Handle difficult situations and people confidently and assertively 	A1 B5 B6 D1 D2	Manage your own resources Provide leadership for your team Provide leadership in your area of responsibility Develop productive working relationships with colleagues Develop productive working relationships with colleagues and stakeholders

Bullying in the Workplace	<ul style="list-style-type: none"> • Identify bullying behaviour • Gain a deeper understanding of the effects of bullying at work • Identify the victims of bullying • Understand some of the reasons behind bullying • Explore ways of responding to bullies • Gain a basic understanding of the law in relation to bullying 	A1 B8 B9 B10 B11 B12 D1 E5 E7	<p>Manage your own resources</p> <p>Ensure compliance with legal, regulatory, ethical and social requirements</p> <p>Develop the culture of your organisation</p> <p>Manage risk</p> <p>Promote equality of opportunity and diversity in your area of responsibility</p> <p>Promote equality of opportunity and diversity in your organisation</p> <p>Develop productive working relationships with colleagues</p> <p>Ensure your own actions reduce risks to health and safety</p> <p>Ensure an effective organisational approach to health and safety</p>
Change Management	<ul style="list-style-type: none"> • Identify ways of agreeing support from people within the system • Understand where individuals and the organisation are at any one time • Identify where the individual and the organisation want to be • Develop strategies for measuring the change • Develop strategies for communicating, involving and enabling involvement from individuals and groups in the change 	B9 D1 E5 E7	<p>Develop the culture of your organisation</p> <p>Develop productive working relationships with colleagues</p> <p>Ensure your own actions reduce risks to health and safety</p> <p>Ensure an effective organisational approach to health and safety</p>
Coaching (An introduction)	<p>the importance of:</p> <ul style="list-style-type: none"> - goal-setting - monitoring - reviewing <p>understand the value of:</p> <ul style="list-style-type: none"> - understanding learning styles - understanding role types - understanding emotional competencies <p>the benefits of:</p> <ul style="list-style-type: none"> - constructing our own learning - managing our own learning 	B5 B9 D1 D3 D7	<p>Provide leadership for your team</p> <p>Develop the culture in your organisation</p> <p>Develop productive working relationships with colleagues</p> <p>Recruit, select and keep colleagues</p> <p>Provide learning opportunities for colleagues</p>
Recognising the power of differences (Conflict Resolution)	<ul style="list-style-type: none"> • Learn how to respond to difficult people • Identify different types of conflict at work and know your preferred method of dealing with conflict • Learn how to make best use of body language, listening and oral communication • Develop strategies for preventing conflict • Handle difficult situations and people confidently and assertively 	A1 B5 B9 B10 B11 B12 D1 D2 F5	<p>Manage your own resources</p> <p>Provide leadership for your team</p> <p>Develop the culture of your organisation</p> <p>Manage risk</p> <p>Promote equality of opportunity and diversity in your area of responsibility</p> <p>Promote equality of opportunity and diversity in your organisation</p> <p>Develop productive working relationships with colleagues</p> <p>Develop productive working relationships with colleagues and stakeholders</p> <p>Resolve customer service problems</p>

Counselling (An introduction)	<ul style="list-style-type: none"> To raise awareness of what counselling is and is not. To briefly explain major aspects of counselling theory. To demonstrate some basic counselling skills. To give participants an experience of the counselling process in a challenging yet safe environment. To encourage self-awareness. 	A1 A2 A3 D1 D2	<p>Manage your own resources</p> <p>Manage your own resources and professional development</p> <p>Develop your own personal networks</p> <p>Develop productive working relationships with colleagues</p> <p>Develop productive working relationships with colleagues and stakeholders</p>
Emotional Intelligence	<ul style="list-style-type: none"> Understand what Emotional Intelligence is Understand why EI is important in the workplace Identify issues of self-awareness Identify issues of social awareness Develop strategies for relationship management 	A1 B9 D1 D2	<p>Manage your own resources</p> <p>Develop the culture of your organisation</p> <p>Develop productive working relationships with colleagues</p> <p>Develop productive working relationships with colleagues and stakeholders</p>
Inner Reflections, Outer Performance	<ul style="list-style-type: none"> Understand the importance of the inner journey Explore ways of encouraging inner reflection Take part in a reflective exercise Discuss ways in which reflective practices can enhance outer performance 	A1 A2	<p>Manage your own resources</p> <p>Manage your own resources and professional development</p>
Leadership and Motivation	<ul style="list-style-type: none"> To understand various leadership styles To understand one's own leadership style preference To understand what motivates individuals To understand what motivates teams 	A1 A2 A3 B5 B6 B7 B9 C1 C3 D1 D5 D7	<p>Manage your own resources</p> <p>Manage your own resources and professional development</p> <p>Develop your personal networks</p> <p>Provide leadership for your team</p> <p>Provide leadership in your area of responsibility</p> <p>Provide leadership for your organisation</p> <p>Develop the culture of your organisation</p> <p>Encourage innovation in your team</p> <p>Encourage innovation in your organisation</p> <p>Develop productive working relationships with colleagues</p> <p>Allocate and check work in your team</p> <p>Provide learning opportunities for colleagues</p>
Listening skills	<ul style="list-style-type: none"> To appreciate what is required or not required from a good listener To increase self-awareness To become aware of body language and non-verbal communication To gain an understanding of how personal attitudes can interfere with good listening To gain a basic grasp of the underlying counselling theory which underpins good listening To acquire some basic listening skills techniques To differentiate between and understand the importance of process rather than content To experience using listening skills 	A1 B9 B10 D1 D2 D3	<p>Manage your own resources</p> <p>Develop the culture of your organisation</p> <p>Manage risk</p> <p>Develop productive working relationships with colleagues</p> <p>Develop productive working relationships with colleagues and stakeholders</p> <p>Recruit, select and keep colleagues</p>

Mentoring (An introduction)	<ul style="list-style-type: none"> • Understand the mentoring role • Introduce and practise some mentoring skills • Identify the positive uses as well as the difficulties. • Discuss ways mentoring could be used in their department or organisation • Identify next steps 	B9 D1 D3 D7	<p>Develop the culture of your organisation</p> <p>Develop productive working relationships with colleagues</p> <p>Recruit, select and keep colleagues</p> <p>Provide learning opportunities for colleagues</p>
Money, Sex & Power	<ul style="list-style-type: none"> • To understand the dynamics of money, sex and power • To identify the ways in which they influence the individual • To explore how money, sex and power manifest themselves in the workplace • To look at how we might respond in such a way that these dynamics might serve us rather than rule us 	A2 B9 D1	<p>Manage your own resources and professional development</p> <p>Develop the culture of your organisation</p> <p>Develop productive working relationships with colleagues</p>
Motivational Gifts	<ul style="list-style-type: none"> • Understand our own innate aptitude and abilities • Explore why we and others do what we and they do - a motivation for how we are • See how different motivations affect how we live, respond and relate to ourselves and others 	A1 A2 D1 D4 D5	<p>Manage your own resources</p> <p>Manage your own resources and professional development</p> <p>Develop productive working relationships with colleagues</p> <p>Plan the workforce</p> <p>Allocate and check work in your team</p>
Performance Management	<ul style="list-style-type: none"> • Understand the aims of performance management • Learn how to identify acceptable standards of performance • Learn how to conduct effective reviews and appraisals • Setting achievable goals and SMART objectives • Consider different training and development solutions and how they can be evaluated • Understand the manager's role as leader and motivator • Learn how to manage the performance of the 'star', the 'plodder', the 'peaked' and the 'poor' employee • Understand the role of coaching in performance management 	B11 B12 D3 D5 D6 D7	<p>Promote equality of opportunity and diversity in your area of responsibility</p> <p>Promote equality of opportunity and diversity in your organisation</p> <p>Recruit, select and keep colleagues</p> <p>Allocate and check work in your team</p> <p>Allocate and monitor the progress and quality of work in your area of responsibility</p> <p>Provide learning opportunities for colleagues</p>
Profitable Values	<ul style="list-style-type: none"> • To understand why values matter. • To explore the connection between values and relationships. • To offer an opportunity to reflect on what influences and shapes us as individuals and the organisations for whom and with whom we work. • To examine some ways of taking sound values and making them significant in the workplace. 	B9 B11 B12	<p>Develop the culture of your organisation</p> <p>Promote equality of opportunity and diversity in your area of responsibility</p> <p>Promote equality of opportunity and diversity in your organisation</p>

Recruitment and Selection	<ul style="list-style-type: none"> • Understand the purpose of the recruitment process and the responsibilities of the interviewer • Understand how to analyse a vacancy and establish a candidate profile • Learn how to plan, prepare and manage the recruitment process and techniques for successful interviewing • Understand the employment legislation and equal opportunities issues relating to recruitment and selection 	B8 D3 D4	<p>Ensure compliance with legal, regulatory, ethical and social requirements</p> <p>Recruit, select and keep colleagues</p> <p>Plan the workforce</p>
Spirituality in Business	<ul style="list-style-type: none"> • Explore and understand what spirituality is • Understand why spirituality in business is an asset • Discuss ways in which spirituality may be present in the workplace. • Explore ways in which spirituality may be encouraged in the workplace. 	B9 B12	<p>Develop the culture of your organisation</p> <p>Promote equality of opportunity and diversity in your organisation</p>
Stress Management	<ul style="list-style-type: none"> • To define stress • To gain an understanding of the physical, emotional and mental effects of stress • To recognise the signs of stress in yourself and in others • To explore a template for working with stress • To build each individual's stress profile • To explore different tools and techniques for coping with stress • For each individual to initiate their own plan to manage their stress more effectively 	A1 B10 E5 E7	<p>Manage your own resources</p> <p>Manage risk</p> <p>Ensure your own actions reduce risks to health and safety</p> <p>Ensure an effective organisational approach to health and safety</p>
Surviving Loss including Bereavement	<ul style="list-style-type: none"> • Understand the process of bereavement, which follows any loss. • Identify different types of loss which may cause grief. • Understand how bereavement may present in the workplace. • Explore ways of supporting bereaved people in the workplace. 	A1 C6	<p>Manage your own resources</p> <p>Implement change</p>

Team Building	<ul style="list-style-type: none"> • Establishing what a team is • Understanding the dynamics and growth of a team • Understanding the differing roles in a team • Understanding behaviours in a team • Understanding the purpose of the team • Understanding how other teams view the team • Understanding how to share knowledge and learning • Understanding how to share team leadership 	<p>B5 C1 D1</p> <p>D4 D5</p>	<p>Provide leadership for your team Encourage innovation in your team Develop productive working relationships with colleagues Plan the workforce Allocate and check work in your team</p>
Understanding yourself and others	<ul style="list-style-type: none"> • Understand more about how people prefer to get their energy, gather information, make decisions and live their lives. • Identify how others may see their worlds differently. • Begin to identify sources of conflict within the workplace • Identify your strengths and those of others through a Myers Briggs Type Inventory or Motivational Gifts 	<p>A1 A2</p> <p>D1</p>	<p>Manage your own resources Manage your own resources and professional development Develop productive working relationships with colleagues</p>
Work Life Balance	<ul style="list-style-type: none"> • To assist delegates to note some of the trends in contemporary culture and to see how these might be impacting their own lives. • To suggest ways for people to have a more healthy work-life balance • To provide suggestions for understanding and responding to imbalance • To encourage, help, support and provide the means for delegates to deal with imbalance. 	<p>A1 E5</p>	<p>Manage your own resources Ensure your own actions reduce risks to health and safety</p>