

Performance management essentials

e-learning courses for everyone



A comprehensive portfolio of courses to help promote a performance culture

Performance management

Good practice guide to performance appraisal
Handling difficult conversations
Interviewing skills
Making appraisals count
Objective setting
Performance capability
Performance management

Customer care

Customer focus
Effective internal customer management
Soft skills for customer service
Treating customers fairly
Complaints and compliments

Manager's essentials

Dealing with disciplinary matters
Dealing with grievances
Equality and diversity
Introduction to equality and diversity
Management of contractors
Managing flexible working
Managing stress in your team
Managing your personal stress
Overview of health and safety
Preventing discrimination and harassment in the workplace
Responsible spending
Sickness absence



What's included?

- Ongoing content review
- Regular updates
- Delivery through the Astute platform
- Learning analytics
- Support



Value bundle

Courses are available individually or, for greater value, you can opt for the Compliance bundle which includes all courses plus **free** access to a range of compliance Take 5 microlearning modules.