

Line Management Certificate Online Model

| Course Introduction | | Online introductory webinar - purpose, content etc |
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| Week 1 | Difficult Conversations | Webinar – released Monday (am) with slides available for download Online Discussion: Wednesday (am) Friday (am) |
| Week 2 | Investigations | Webinar – released Monday (am) with slides available for download Online Discussion: Wednesday (am) Friday (am) |
| Week 3 | Attendance Management | Webinar – released Monday (am) with slides available for download Online Discussion: Wednesday (am) Friday (am) |
| Week 4 | Mental Health at Work | Webinar – released Monday (am) with slides available for download Online Discussion: Wednesday (am) Friday (am) |
| Week 5 | Managing Performance | Webinar – released Monday (am) with slides available for download Online Discussion: Wednesday (am) Friday (am) |
| Week 6 | Discipline & Grievance | Webinar – released Monday (am) with slides available for download Online Discussion: Wednesday (am) Friday (am) |
| Week 7 | Managing Conflict/Dignity at Work | Webinar – released Monday (am) with slides available for download Online Discussion: Wednesday (am) Friday (am) |
| Week 8 | Case Study | Online Case Study – facilitated via Zoom 3 x groups of 10: Within each session 2 x side rooms of groups of 5 |