

Resources not Courses

Performance Support:



Recommended Reading • Key Ideas
How To Guides • Self-assessments

Self Directed Development:



Top Tips • Case Studies
Checklists • Questionnaires

Part of a Blended Programme:



Video • Templates • Audio
Presentations • Exercises

**Senior
Managers**

**Mid-level
Managers**

First time Managers

Aspiring Managers

Individual Contributors



Interesting Facts

☒ All resources (average usage times)

Mobile: 17+ mins

Desktop Audio: 12 mins

Desktop toolkit: 10 mins

Wikipedia: 7 mins

☒ Mondays and Wednesdays are the most popular days to visit the sites

☒ GoodPractice Mobile access peaks at 8am and 10pm

☒ The most popular time to visit the desktop resource is between 10-11am & 2-3pm



Content

Topics in the toolkit for managers focuses on four key areas:

Leadership and Strategy

- HR for Leaders
- Innovation
- Internal Communication
- Leadership
- Leading Change
- Knowledge Management
- Partnership Working
- Performance Management Strategy
- Scenario Planning
- Social Responsibility
- Strategy

Services, Projects and Operations

- Business Continuity Management
- Continuous Improvement
- Customer Service
- Data Protection and Intellectual Property
- Financial Management
- Health and Safety
- Programme Management
- Project Management

Managing People and Teams

- Absence Management
- Delegation
- Developing Team Members
- Dismissal
- Meetings
- Managing Change
- Motivating and Inspiring Others
- Performance Management
- Recruitment and Selection
- Redundancy
- Stress Management
- Team Management

Personal Skills and Development

- Career Management
- Commercial Awareness
- Communication Skills
- Confidence and Self-Awareness
- Conflict Management
- Creativity Skills and Techniques
- Credibility and Professionalism
- Decision-making
- Emotional Intelligence
- Feedback
- Handling Information and Data
- Negotiation and Influencing
- Planning
- Personal Wellbeing and Stress
- Problem-solving
- Self Development
- Time Management



 **GoodPractice**
for leaders and managers

1,700+ tools, including:



Key Ideas



Role Plays



Case Studies



Audio



Checklists



Questionnaires



How To Guides



Exercises



Recommended Reading



Video



Techniques



Top Tips



Templates



Presentations



Self-assessments



Legal and Policy

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