



Newsletter

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**Line Manager
Training**

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Line Manager Training

Line managers play a vital role in creating a positive employee experience. They are often the first point of contact when employees need support, guidance or feedback, and their approach can have a significant impact on engagement, performance, wellbeing and retention.

However, being an excellent employee does not automatically make someone an effective manager. Managing people requires a different set of skills, and without the right training, managers can lack confidence when dealing with challenging situations or may handle issues inconsistently.

Why is Line Manager Training Worth Investing in?

Effective training gives managers the knowledge, skills and confidence to lead their teams successfully. It can help them to:

- **Build stronger relationships** by communicating effectively and creating an environment of trust and openness.
- **Improve performance** by setting clear expectations Line Managers would be able to provide regular feedback confidently and address underperformance appropriately.
- **Handle difficult conversations** with sensitivity and confidence whilst keeping it fair and professional.
- **Support employee wellbeing** by recognising potential concerns.
- **Manage conflict** by identifying issues early and resolving disagreements constructively.
- **Reduce organisational risk** by understanding legislation, company policies & procedures and when to seek advice from HR.

Key Areas Line Managers Should be Trained in:

- Leadership and management fundamentals incl. delegation and workload management;
- Basic employment law;
- Giving and receiving feedback incl. employee development, performance management and setting objectives;
- Managing difficult conversations & conflict resolution;
- Employee wellbeing and mental health awareness;
- Equality, diversity and inclusion;
- Managing absence;
- Managing hybrid and remote teams.

If you would like more information on training your Line Managers, please contact
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Providing Feedback to Employees

Regular Feedback: Small Conversations, Lasting Impact

It's important to remember that providing feedback should not only be reserved for annual appraisals or those 'difficult' conversations. Regular, constructive feedback helps employees understand how they are performing, recognise their strengths and address any challenges before they become larger issues.

When feedback becomes part of everyday working life, it supports a culture of trust, learning and continuous improvement.

Why Regular Feedback Matters

Employees are more likely to feel confident and engaged in the workplace when they know where they stand. Timely feedback can:

- Reinforce effective behaviours by recognising what is working well.
- Improve performance by identifying practical adjustments early.
- Support development through clear guidance and coaching.
- Increase engagement by showing employees that their contribution is noticed.
- Reduce surprises during formal performance reviews.

Feedback also benefits managers. Frequent conversations provide a clearer understanding of individual workloads, development needs, and potential barriers to success.

What Good Feedback Looks Like

Effective feedback is timely, specific, balanced and focused on behaviour. Rather than making general statements such as "Great job" or "You need to communicate better," explain what you observed and why it mattered.

For example:

"Your summary at the start of the client meeting gave everyone a clear understanding of the key issues. It helped the group reach a decision quickly."

For developmental feedback:

"The report contained the right information, but it was submitted after the agreed deadline. Next time, please flag any potential delay earlier so we can adjust priorities or provide support."

This approach makes feedback easier to understand and act upon.

Make It a Two-Way Conversation

Feedback should not feel like a one-sided judgement. Give employees an opportunity to share their perspective, ask questions and suggest solutions. Useful prompts include:

- *"How do you think that went?"*
- *"What worked well, and what would you do differently next time?"*
- *"Is there anything preventing you from meeting this expectation?"*
- *"What support would help you move forward?"*

Managers should also invite feedback on their own leadership and communication. Doing so demonstrates openness and reinforces the idea that improvement is everyone's responsibility.

Build Feedback Into Everyday Work

Regular feedback does not always require a formal meeting. It can happen during one-to-ones, after a presentation, at the end of a project or through a short follow-up message.

A simple feedback habit is to:

1. Observe a specific behaviour or outcome.
2. Explain its impact on the team, customer or Company as a whole.
3. Discuss what should continue or change.
4. Agree on any actions, support and follow-up.
5. Recognise progress when improvement occurs.

Sensitive or corrective feedback should usually be given privately. Recognition can be shared more widely when appropriate, while respecting the employee's preferences.

Remember: No Surprises

Formal performance reviews should summarise ongoing conversations, not introduce concerns for the first time. By providing feedback consistently, managers create clarity, strengthen working relationships and give employees a fair opportunity to succeed.

Make feedback frequent, specific, and constructive. A few thoughtful minutes today can make a meaningful difference to performance and development tomorrow.

Creating Strong Onboarding Experiences



The first few weeks in a new role shape everything that follows. A thoughtful, well-structured onboarding experience is one of the highest-leverage investments your business can make in your people and your performance. A good onboarding process starts on day one and can continue for several months to make the greatest impact.

Why a Good Onboarding Process Matters for a New Hire

Starting a new job can be daunting and stressful. New hires are learning names, systems, culture, and role expectations all at once, while trying to prove themselves within the probationary period window. A strong onboarding programme gives your new employees:

- **Clarity and confidence** - clear expectations from day one will help to reduce anxiety and support new starters with their understanding of what success looks like.
- **Connection / relationships** - structured introductions to colleagues, teams and key contacts help new employees feel included and welcomed into the business.

- **A sense of being valued** - when a company invests time and care into a new hire's start, it sends a powerful message that they made the right choice in joining.
- **Faster competence & productivity** - proper training and support mean employees will be capable sooner, rather than being left to “figure it out.”

Why It Matters for the Company

The benefits extend well beyond the individual. Organisations with strong onboarding processes typically see:

- **Higher retention** - Strong onboarding reduces early attrition. Employees who experience a poor start are significantly more likely to leave within the first six months, and replacing them is costly.
- **Faster time to productivity** - a clear and structured plan, with appropriate training, access to information and knowledge of key contacts gets a new employee contributing meaningfully sooner
- **Stronger engagement** - employees who feel welcomed and supported early on tend to build deeper loyalty and engagement that lasts well beyond the first few months.
- **Protected employer brand** - new hires will talk about their experiences with their new company, thus enhancing your reputation as an employer. A poor onboarding experience will have the opposite effect.

In short, onboarding isn't just an HR checkbox - it's a direct driver of retention, performance, and culture.

How Can Agile HR Help

Designing an onboarding experience that delivers on all of this takes more than a checklist and a laptop handover. Our HR Consultants can support you in:

- Reviewing your current onboarding process and identifying gaps and quick wins
- Designing a structured onboarding framework tailored to your business and culture
- Ensuring key policies and procedures are covered
- Creating supporting materials - welcome packs and 30/60/90-day plans
- Training line managers to be confident, effective and welcoming hosts for new team members
- Creating a structured probation and review process
- Ensuring alignment with your company culture and HR strategy
- Building in feedback to continuously improve the new hire experience

If you'd like to talk through how your onboarding could be strengthened, we'd love to help - get in touch with our team hils@agilehrconsulting.com