



People Capability & Skills
Academy Ltd

ERA RESET™

Leadership & Management Capability Workshops



Recognise earlier. Respond better. Reset performance.

Why ERA RESET™ ?

Practical leadership capability for a more demanding employment landscape

Managers are facing greater expectations, scrutiny and complexity around fairness, performance, wellbeing, consistency, conduct, capability, inclusion, accountability and risk.

Many managers are being asked to manage complex people issues with limited practical preparation. ERA RESET™ helps managers build the judgement, confidence and discipline needed to act earlier, more fairly and more effectively.

Good management is not about choosing between support and accountability. It is about knowing how to provide both, clearly, fairly and at the right time.

Not a legal briefing. Not generic management training. Practical, experienced and business-focused.		
This is not a legal briefing It translates employment relations, performance and leadership accountability into practical management discipline.	This is not generic training It is grounded in real workplace experience and the grey areas managers face every day.	This is practical and experienced Designed and delivered by Paul Wiggins FCIPD, drawing on senior HR, OD, transformation and leadership experience.

The ERA RESET™ Framework

A simple, repeatable process for confident management



R: Recognise	E: Explore	S: Support	E: Expect	T: Take Action
Identify issues early before they escalate into larger problems.	Seek facts, understand context and avoid assumptions.	Listen, understand and provide appropriate support.	Set clear standards, expectations and accountability.	Follow through confidently, consistently and fairly.

Workshop Options

Choose the right level of intervention

ERA RESET™ can be delivered as focused awareness, deeper capability development, practical conversation skills or a full-day leadership and performance experience. Each option builds practical management confidence with increasing depth, practice and application.

Workshop	Format	Best for	Core purpose	Strapline
BOOST	90-minute Leadership Workshop	Leadership away days, HR-led briefings, senior leadership awareness sessions and initial engagement before deeper delivery.	A focused and energising session that introduces ERA RESET™ quickly, creates urgency and builds shared understanding of modern management expectations.	Inspire. Engage. Act.
INTENSIVE	Half-day Capability Workshop	Line managers, team leaders, supervisors and organisations seeking greater consistency across management populations.	A practical half-day capability workshop for managers who need more than awareness and want to apply ERA RESET™ to realistic workplace scenarios.	Develop. Apply. Improve.
MANAGING DIFFICULT CONVERSATIONS	Half-day Practical Skills Workshop	Managers who need confidence handling performance, conduct, wellbeing, absence, behavioural or accountability conversations.	A practical skills workshop that helps managers prepare for and conduct clear, fair and purposeful conversations before issues escalate or drift.	Prepare. Engage. Resolve.
IMMERSIVE	Full-day Leadership & Performance Workshop	Managers handling complex people, performance, wellbeing, conduct, capability or change challenges.	A deeper full-day leadership and performance workshop for organisations that want managers to practise, apply and embed confident, fair and effective people management.	Transform. Align. Perform.

BOOST

90-minute Leadership Workshop | Inspire. Engage. Act.

Purpose

A focused and energising session that introduces ERA RESET™ quickly, creates urgency and builds shared understanding of modern management expectations.

Best suited for

Leadership away days, HR-led briefings, senior leadership awareness sessions and initial engagement before deeper delivery.



Managers will learn to:

- Understand why early recognition matters
- Identify common reasons people issues escalate
- Reflect on the conversations managers often avoid
- Understand the core ERA RESET™ discipline
- Link fair management with risk reduction and performance improvement
- Commit to one or two practical actions

Participant takeaway: A clear understanding of ERA RESET™, a shared language, practical prompts and increased awareness of management responsibility.

INTENSIVE

Half-day Capability Workshop | Develop. Apply. Improve.

Purpose

A practical half-day capability workshop for managers who need more than awareness and want to apply ERA RESET™ to realistic workplace scenarios.

Best suited for

Line managers, team leaders, supervisors and organisations seeking greater consistency across management populations.



Managers will learn to:

- Recognise performance, behaviour, conduct and capability concerns earlier
- Explore facts before forming conclusions
- Balance empathy, support, standards and accountability
- Prepare for better conversations
- Set clearer expectations
- Decide what action is fair, proportionate and practical
- Reduce drift, inconsistency and avoidable escalation

Participant takeaway: A structured approach, conversation prompts, confidence in support and accountability, and clarity on when to act.

MANAGING DIFFICULT CONVERSATIONS

Half-day Practical Skills Workshop | Prepare. Engage. Resolve.

Purpose

A practical skills workshop that helps managers prepare for and conduct clear, fair and purposeful conversations before issues escalate or drift.

Best suited for

Managers who need confidence handling performance, conduct, wellbeing, absence, behavioural or accountability conversations.



Managers will learn to:

- Clarify the purpose and desired outcome of a conversation
- Separate facts, assumptions, impact and required improvement
- Plan the opening, key messages and listening questions
- Balance empathy with clarity and accountability
- Respond to defensiveness, emotion or avoidance professionally
- Agree actions, follow-up and documentation expectations

Participant takeaway: A conversation planning structure, practical prompts, confidence in handling challenge and a clearer route from concern to agreed action.

IMMERSIVE

Full-day Leadership & Performance Workshop | Transform. Align. Perform.

Purpose

A deeper full-day leadership and performance workshop for organisations that want managers to practise, apply and embed confident, fair and effective people management.

Best suited for

Managers handling complex people, performance, wellbeing, conduct, capability or change challenges.



Managers will learn to:

- Work through realistic people management scenarios
- Practise difficult conversation planning and delivery
- Explore wellbeing, performance and accountability together
- Understand where managers commonly get into difficulty
- Apply ERA RESET™ under realistic pressure
- Build judgement around proportionate action
- Create a personal 30-60-90 day action plan

Participant takeaway: Practice, feedback, scenario application, stronger judgement and a practical implementation plan for sustained follow-through.

The Business Impact

From reactive people management to earlier, more confident and consistent leadership action

Earlier intervention Managers recognise issues before they escalate.	Better conversations Concerns are addressed clearly, constructively and fairly.	Improved consistency Teams develop a shared language and practical process.
Stronger performance management Support, expectations and follow-through are connected.	Reduced avoidable risk Better practice reduces drift, inconsistency and escalation.	Better use of HR time HR can support strategy rather than repeatedly rescue avoidable issues.
Greater manager confidence Managers gain practical tools, not just information.	Improved leadership discipline ERA RESET™ builds practical habits that support people and business outcomes.	

The aim is not to make managers more legalistic. The aim is to make them more confident, consistent, fair and effective.

Why Work With People Capability & Skills Academy Ltd?

Experience-led, practical and rooted in real organisational challenges



ERA RESET™ is designed and delivered by Paul Wiggins FCIPD, founder of People Capability & Skills Academy Ltd.

Paul brings senior-level experience across HR, organisation development, transformation, leadership and management capability. That experience shapes every part of the ERA RESET™ offer.

ERA RESET™ is built from real-world practice, not theory alone.

Delivery Options

Flexible routes depending on organisational need, audience, sector and desired outcomes

Organisational need	Recommended route
Create awareness quickly	BOOST
Build practical manager capability	INTENSIVE
Develop difficult conversation confidence	MANAGING DIFFICULT CONVERSATIONS
Embed deeper leadership practice	IMMERSIVE
Support a wider improvement programme	Diagnostic plus INTENSIVE or IMMERSIVE
Sustain application after the workshop	Workshop plus Manager Toolkit

Start With a Conversation

Identify the right starting point for your organisation

If your organisation is seeing increasing pressure on managers, inconsistent people management, delayed conversations or growing employment relations risk, ERA RESET™ can help.

A short discovery conversation will help identify:

- The current management challenges in your organisation
- The audience and capability gaps
- The most appropriate workshop format
- Whether a diagnostic, toolkit or wider programme would add value
- How ERA RESET™ can support leadership, HR and performance priorities

Want to explore further? Get in touch.

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People Capability & Skills Academy Ltd

Designing Organisations, Elevating Performance, Transforming HR

Engage * Equip * Enable * Empower