



# Professional Services people manager learning & development toolkit

## **Welcome to your LSE Manager people manager learning and development toolkit.**

This toolkit outlines the management and leadership development pathways open to you as a people manager at LSE.

Organisational Learning and your HR partner are here to support you in this journey, so please do get in touch if you'd like to discuss options for your own development.

One of the key activities for you as a people manager is supporting the growth and development of your team. This toolkit also outlines the support available here, from giving a great induction to making best use of CDRs, to developing your team as a group and as individuals.

Most of the text boxes on each page are clickable (try the contents boxes on the right) and each page is full of links to webpages, checklists, guides, videos, eLearning and more.

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**Developing yourself as a manager  
and leader**

# Manager development pathways

New manager

From team member to manager: a guide for new managers eLearning

LSE Manager programme\*

Further courses, workshops, eLearning and microlearning

Team leader/supervisor level 3 apprenticeship

Department/operations manager level 5 apprenticeship

LSE Manager programme \*

LEAP LSE's aspiring leaders programme\*\*

LSE's Introduction to leadership programme\*\*\*

Existing manager

\* expected completion by all people managers

\*\*\* band 6 and below

\*\*\* bands 7 & 8





**Developing your team and your  
team members**

## Putting the power to develop your team in your hands

Teams & Leadership is an online tool offered by Organisational Learning that helps teams work better together, and leaders to improve. Use reviews and expert guidance to discover what's working for you or your team, what's not, and what to do about it.

The tool is for managers, leaders and teams to conduct anonymous 360-degree feedback, get a personalised, downloadable report and support with learning materials around areas highlighted for development.

With the platform you can conduct manager or leader 360-degree feedback or get a full team report.

You can check out [this example report](#) (the data within the report does not represent any real team at LSE) to give you an idea of what the tool and Organisational Learning can do for you or your team.

All data in reports is anonymous, confidential and can only be seen by you.

If you would like to explore using the tool in your or your team's development, please get in touch at [hr.learning@lse.ac.uk](mailto:hr.learning@lse.ac.uk).

# PS Manager's induction toolkit

Give your new starters a flying start by preparing well for their arrival and supporting them throughout their first 6 months. Click on the links in the boxes below and to the right to go to useful tools, checklists, tips and videos.

[Take me to the complete manager's induction toolkit](#)

[What makes a great induction guide](#)

[The new starter checklist](#)

[Pre-arrival guide](#)

[Day one guide](#)

[Week one guide](#)

[Month one guide](#)

[Month three guide](#)

[Month six guide](#)

[Ongoing development guide](#)



## Career development reviews

The Career Development Review Scheme (CDR) for professional services staff is a continuous process designed to allow you and your team members to: Manage workload, ensure wellbeing and work-life balance, review progress, give and receive feedback and explore development needs.

Click on the links in the boxes on this page to go to useful tools, checklists, tips and videos.

[Take me to the complete CDR toolkit](#)

### Making the most of CDRs eLearning

The course is designed to take you chronologically through each aspect of the CDR process, so you do not need to complete the whole course, but rather dip in and out of the sections that are relevant at any given time of year.

[CDRs: the rough guide](#)

[CDR forms](#)

[Consolidated CDRs](#)

[How to do 1-1s](#)

[End of year reviews](#)

[Effective behaviours framework](#)



## Developing individuals

Our School strategy states that we will 'enable every member of our community to excel. We will invest in supporting and developing all our researchers, educators and professional service staff'

As a LSE people manager, you have a key role in this by supporting your team with their growth and development. Organisational learning are here to support you with this.

Click on the links in the boxes on this page to go to find out more about ways you can support your team with their growth and development.

[Coaching tips for managers](#)

[Ways to support development](#)

[Apprenticeships](#)

[Coaching](#)

[Mentoring](#)

[Career development](#)

[External funding](#)

[Personal and professional development  
eLearning and microlearning](#)



**Got questions? Need more  
support?  
Contact us at  
[hr.learning@lse.ac.uk](mailto:hr.learning@lse.ac.uk)**