



## Breathing Life into HR

### Background

Bedfordshire Heartlands Primary Care Trust (PCT) is as vibrant and forward thinking PCT at the heart of the NHS.

The organisations aim is to improve the health of the 250,000 people who live in their area by delivering a range of patient services, employing over 700 staff.

The Human Resources Director was keen to ensure that managers were knowledgeable and practically able to apply the organisations key HR policies and procedures.

Mandi Halton was asked to design a lively and informative programme that would give an impact and add value to the management of the PCT's human resources.

### Solutions

Using the PCT's key HR documentation as the building blocks for the programme, Mandi designed a series of twelve training workshops to facilitate an understanding of how HR supports the organisation.

The workshops were also designed in order to bring the senior team together uniting them in their goal to improve the overall function of the HR department.

Technical workshops were specific to the needs of the PCT and were supported by areas such as team building, motivation and presentation skills.

### Outcomes

The bespoke programme was delivered in an off the shelf format enabling future delivery in house.

The activities within the workshops brought dry subjects to life giving them focus for an organisation determined to move forward.

4M Solutions helped lay the foundation of best practice awareness within the HR team enabling the message to be spread in a user friendly way throughout the Trust.

Bedfordshire Heartlands   
Primary Care Trust



"Whilst working as Associate Director of HR at Bedfordshire Heartlands PCT I engaged Mandi's services for the development and design of an in-house management development programme for front line managers. The 12 modules covered both generic and specific management topics and delegates commented on how they were easily able to translate the skills they learnt into everyday management situations. Mandi's innovative approach meant this was a real success for both the individuals and the PCT."

Liz Roe (MCIPD)  
Head of Human Resources  
The NHS Confederation