

# flexion

lead with confidence, clarity and impact



practical management skills  
for small business leaders

from first  
steps to  
confident  
leadership



No jargon  
No endless  
theory  
Just practical  
skills you can  
use right away

Welcome to

flexion

Managing people isn't easy.

One moment you're motivating your team, the next you're tackling tricky conversations, balancing workloads, and trying to keep everyone happy and productive.

We get it.

That's why we built flexion - online management training designed for real-life managers, not corporate executives.



With flexion, you'll gain the confidence, tools, and mindset to

- lead effectively,
- support your people, and
- grow your business,

all at your own pace.

# The flexion difference

There's no shortage of management training out there - so why choose us?

- Designed for small businesses. We understand your world. You don't have hours to spare or big budgets to burn.
- Affordable pricing. We believe better leadership should be accessible to everyone.
- People-first approach. Great managers create great workplaces. Our training is built around empathy, clarity, and confidence.
- Results that last. flexion isn't about ticking boxes - it's about making a real difference to your team and business.



Small businesses are the heartbeat of the economy, but leadership training is often too expensive, too time-consuming, or too irrelevant for the reality of running one.

We created flexion to change that.

- Empowerment → we believe the best leaders help their people shine.
- People first → teams succeed when managers put people at the centre of their decisions.
- Doing the right thing → leadership isn't about power; it's about responsibility.



## Our expertise

flexion is brought to you by face2faceHR.

Our down-to-earth brand of tailored, approachable HR has been helping small businesses thrive across the UK since 2008.

We understand your issues, priorities and challenges, and our training is designed with those in mind.

We understand that one size doesn't fit all; each client, each business and each situation is entirely unique, so our consultants all work closely with their clients to understand their HR concerns, providing a bespoke service leaving them feeling confident their HR needs are in hand from day one



## Eleanor Deem

Our training is designed and delivered by Eleanor Deem. Eleanor is the founder of facefaceHR, and now focuses her time on supporting our consultants through coaching, training and advice.

She is known for her down-to-earth, pragmatic approach to effective people management, and, as well as HR consultancy, she also sits on the Employment Tribunal panels in Cambridge.



Essential skills  
and practical  
downloadable  
resources



Handle those  
difficult situations  
calmly and with  
confidence

## How flexion works

We know you're busy - so we've designed flexion to fit around your schedule, not take over your life.

- Bite-sized learning - short, engaging videos.
- Practical focus - every lesson is designed to help you apply skills immediately.
- Flexible format - access on desktop, tablet, or mobile whenever it suits you.
- Real-world examples - everything is grounded in situations managers actually face.
- Takeaway content - downloadable resources with each module, factsheets, templates, toolkits



By the end of each module, you'll walk away with clear, actionable steps - and the confidence to put them into practice.



## What you'll learn

flexion covers the essential skills every manager needs to succeed, no matter your industry.

You'll learn how to:

- Give feedback that motivates, not demoralises.
- Handle difficult conversations with empathy and confidence.
- Build trust and inspire your team to do their best work.
- Manage workloads and priorities without burning out.
- Set clear goals and keep your team aligned.
- Nurture wellbeing and morale while driving performance.

Your path to  
confident, people-first  
management



# The flexion training journey

## Module 1: The foundations of people management

Understand your responsibilities, legal basics, and how to build trust and credibility with your team.

Topics: Your role as a manager | Legal basics | What good management looks like | Building trust and credibility.



## Module 2: Hiring and onboarding the right people

Attract, select and onboard the right people while staying fair and legal.

Topics: Defining the role | Interviewing with confidence | Making legal hiring decisions | Onboarding new starters

## Module 3: Performance management done well

Guide your team's performance with clarity, constructive feedback, and fair reviews.

Topics: Setting expectations | Giving feedback | Managing underperformance | Conducting performance reviews



## Module 4: Handling difficult conversations

Tackle tricky conversations calmly, fairly, and constructively.

Topics: Why difficult conversations shouldn't be avoided | Planning and structuring | Becoming comfortable with discomfort | Practical examples

## Module 5: Managing absence and wellbeing

Handle absence fairly while supporting team health and wellbeing.

Topics: Understanding different types of absence | Managing short-term absence | Managing long-term absence | Supporting wellbeing



## Module 6: Discipline and grievance issues

Resolve workplace issues consistently, fairly, and legally.

Topics: Informal vs formal approaches | Conducting investigations | Disciplinary basics | Grievance basics

## Module 7: Leading, motivating and developing your team

Inspire and support your people to get the best from your team.

Topics: Leading and managing | Motivating your team | Coaching and developing | Providing training opportunities



## Module 8: Managing change and redundancies

Guide your team through transitions while maintaining engagement and morale.

Topics: Communicating change | Supporting through change | Managing redundancy situations

## Module 9: Fairness and inclusion

Create a workplace where everyone feels valued, respected, and able to contribute.

Topics: Why inclusion matters | Discrimination awareness | Everyday inclusion

# Pricing made simple\*

We keep our pricing transparent and affordable, so you can focus on learning, not budgeting.

Single manager plan - £95 per module, £250 for any three modules, or £695 for the full course. Perfect if you're managing a small team and want confidence, fast.

Team plan - £2,495. Give up to 5 managers full access to all nine flexion modules. Learn together, grow together.

Enterprise options → got a bigger team? Let's talk.

\*All prices exclude VAT, chargeable at the prevailing rate



Flexion gives you the skills, tools, and confidence to:

- Lead with empathy
- Support your people
- Drive performance
- Grow your business

Because when you grow as a leader, everyone grows with you.

## Your journey starts here

Visit [www.flexiontraining.com](http://www.flexiontraining.com) or contact your local face2faceHR consultant to get started.

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Need to know more?

Find your local  
face2faceHR consultant at  
[face2faceHR.com](http://face2faceHR.com).

Or visit [flexiontraining.com](http://flexiontraining.com)  
for advice and more  
information.

