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COURSE BROCHURE

Early Intervention in People Issues Training Course for Line Managers

30 May – 3 June 2027
Istanbul

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Registered in the United Kingdom and Saudi Arabia

Early Intervention in People Issues Training Course for Line Managers

Ref: 2255_83694 **Date:** 30 May – 3 June 2027 **Location:** Istanbul **Fees:** 4900 GBP

Early Intervention in People Issues is a 1-week training course for line managers who handle absence, underperformance, conflict and resistance to change, and who leave with a finished People Issue Intervention Casebook. Small signals ignored for weeks tend to harden into formal grievances, long absences and lost talent, so organisations now expect managers to act early and fairly. Jupiter Prime Training delivers Early Intervention in People Issues for frontline and middle managers.

Why Early Intervention in People Issues Matters Now

Three pressures shape how managers handle people issues today. Leaner structures leave fewer HR specialists close to the work, so the first conversation falls to the line manager. Wellbeing concerns now sit behind many absence cases. An organisation that intervenes early keeps capable people, protects trust and avoids escalating disputes; one that waits faces formal cases, weakened morale and records that cannot support a fair decision. The course rests on the principles of natural justice and on structured fact-finding practice.

Who Gains Most from Early Intervention in People Issues

- Managers accountable for attendance patterns and sickness reporting within a shift or section
- Managers responsible for setting standards and addressing a slide in output or quality
- Managers who settle friction between colleagues before it becomes a formal complaint
- Managers leading teams through restructures, new systems or changed rotas
- Managers who keep case notes that HR may later rely on

Groups of managers from one site or department gain most when they attend together, leaving with a shared threshold for stepping in.

Early Intervention in People Issues Capabilities

Participants move from noticing a warning sign to a fair, recorded conversation with agreed next steps.

- Spot early indicators of absence, underperformance and conflict — the decision on whether to step in now
- Gather facts from records, witnesses and the employee — fair conclusions HR can stand behind
- Apply a fair process with notice, representation and a right of reply — employee trust and defensible outcomes
- Conduct return-to-work and improvement conversations with clear agreed actions — the employee's route back to standard
- Write concise file notes and action records — later reviews, appeals and handovers
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Choose between informal resolution, support referral and formal escalation — HR partners and senior managers

Key Early Intervention in People Issues Terms

- Early intervention — Acting on the first reliable signs of a people issue, before it becomes a formal case or a long absence.
- Fact-finding meeting — An informal, recorded discussion that establishes what happened, without reaching a disciplinary conclusion.
- Natural justice — The principle that a person hears the concern, can respond and is judged by someone without a prior view.
- Return-to-work conversation — A short meeting after absence to welcome the employee back, check fitness and agree any support.
- Improvement plan — A written set of agreed standards, support and review points for an employee below expected performance.
- File note — A dated, factual record of a conversation, made soon after it, that others can read and rely on.

Early Intervention in People Issues Day by Day

Day 1: Reading the Early Warning Signs

- Attendance Pattern Review — Spotting Repeated Short Absences Early
- Performance Drift Indicators — Separating Capability From Conduct Concerns
- Conflict Escalation Ladder — Judging When Friction Needs A Manager
- Change Resistance Signals — Reading Silence, Delay And Pushback
- Intervention Threshold Matrix — Deciding Whether To Act This Week

Day 2: Fact-Finding Without Prejudgement

- Fact-Finding Meeting Plan — Framing Neutral Questions Before Meeting
- Witness Account Gathering — Testing Consistency Across Different Versions
- Records And Evidence Checklist — Choosing Which Documents Support A View
- Natural Justice Principles — Giving The Employee A Fair Hearing
- Bias Check Prompts — Guarding Against First Impressions And Favourites

Day 3: Conversations That Change Behaviour

- Return-To-Work Conversation Guide — Agreeing Support After Sickness Absence
- Underperformance Discussion Framework — Setting A Clear Standard And Gap
- Mediated Colleague Meeting — Restoring Working Relationships Between Peers
- Change Concern Dialogue — Turning Objections Into Agreed Actions
- Emotional Response Handling — Keeping Difficult Meetings Calm And Productive

Day 4: Records, Process and Escalation

- File Note Standard — Writing Factual Records Others Can Rely On
- Improvement Plan Template — Setting Review Points And Agreed Support
- Occupational Health Referral — Knowing When Medical Advice Is Needed
- Informal To Formal Pathway — Choosing The Right Moment To Escalate
- HR Partner Handover Pack — Passing On A Case Without Gaps

Day 5: Practising the People Issue Intervention Casebook

- Absence Case Simulation — Applying Pattern Review And Return Conversation
- Performance Case Simulation — Applying Fact-Finding And An Improvement Plan
- Conflict Case Simulation — Applying Mediated Meeting And File Notes
- Peer Case Critique — Testing Fairness And Consistency Of Decisions
- People Issue Intervention Casebook — Completing Thresholds, Scripts And Records

Applying Early Intervention in People Issues After the Course

- Run the intervention threshold matrix against current attendance and output records and hold fact-finding meetings for the two cases that cross it.
- Introduce the file note standard and return-to-work guide across the team, then compare a month of records with HR for consistency.

Early Intervention in People Issues Questions FAQ

What is early intervention in people issues and why does it matter now?

It is the practice of acting fairly on the first reliable signs of absence, underperformance or conflict. With fewer specialists near the work and higher employee expectations, early action prevents formal disputes and keeps capable people engaged.

Which roles gain most from early intervention in people issues?

Line managers and supervisors gain most. Managers in warehouses and hospitals often face these cases weekly.

How does early intervention in people issues differ from a disciplinary or HR casework course?

It focuses on the informal stage before any formal procedure begins. Disciplinary courses cover hearings and sanctions; this one covers signals, fact-finding and resolving conversations.

What do you bring back from early intervention in people issues?

You bring back a casebook with intervention thresholds, meeting guides, a file note standard and improvement plan templates tested on realistic cases.

Early Intervention in People Issues: The Way Forward

The People Issue Intervention Casebook first informs which current case a manager should address this week and how. Line managers use it in their meetings, and HR partners use its records when a case moves on. After its first use, the threshold for stepping in deserves another look, as signals often appear sooner than expected.