BOMP

Section	Objectives	Timing
Day 1 - People		
Introduction	Welcome & Introductions	30 mins
QBU	Latest update on how we are performing against business priorities	60 mins
Vision & Values	Understanding of Post Office vision and values What does that mean to you? What can you do to bring these to life?	90 mins
Having Difficult Conversations	Technique for having a difficult conversation Understanding of how to defuse emotional conversations	30 mins
Motivating People	Understanding our strengths Understanding of the GROW coaching model	45 mins
Performance Management	Our understanding of performance management The performance management cycle SMART objectives 1:1 Post Office behaviours	90 mins
MHRH	Understand what topics are supported by MHRH and how the service is run	20 mins
		6 hrs 5 mins
Day 2		
Compliance Overview	Compliance Overview Testing & measuring compliance	120 mins
Compliance & FS	Compliance T&D framework FS in branch Sales process	120 mins
Screenless working	The Benefits of Screen-Less Working, Security Awareness and Equipment	30 mins
Branch ways of working	Our Best Way – I've emailed Gayle Peacock for this. Branch Service Model calendar.	30 mins
Safety & Environment	To Outline Manager's Safety, Environment and responsibilities, Tools and	45 mins

	Support Available, Where to get help	
Wellbeing	To Outline Manager's Wellbeing Responsibilities, Tools and Support Available, Where to get help	45 mins
		6 hrs 30 mins
Day 3		
Losses & Gains	Supervisory Checks Monitoring Records Reporting Loss Escalation Process Loss Management System	120 mins
Interrogating Horizon	Objectives • Understand the HOL Back Office reports and how they work. • How to use the reports to check stock units. • What are Transaction Logs, Events logs and Reprint Reports • How to safe guard against losses and fraudulent activity. • Possibly info about sales reports and the MI the branch receive.	90 mins (incl access to HOL)
Next steps – Your Development	Overview of future training	30 mins