

Corporate Training Plan 0809 - Overview

Programme title	Target audience	Purpose
Customer Service Focus	1 & 2	Everyone at East Herts has some form of customer. The aim of this intervention is to equip the delegates with the knowledge and skills to understand the needs of their customers and shape their service to meet these needs.
Managing Customer Service	2 & 3	The aim of this intervention is to equip the delegates with the knowledge and skills to understand the needs of their customers and shape their service to meet these needs, To provide Line Managers with the skills they need to assist their teams in delivering excellent service.
H & S Awareness	1 & 2 & 3	To provide delegates with the information and knowledge they need to work in a healthy and safe environment. To provide them with their key areas or responsibility and actions they are expected to take to ensure the safety of themselves and their colleagues. Including: <ul style="list-style-type: none"> • Basic H&S for Safety Liaison Officers • DES training • Working at heights (practical) • Working in confined spaces • Manual Handling
H & S Management	2 & 3	To provide Managers with the knowledge and information needed to ensure their teams work in a healthy and safe environment. To understand the responsibilities and corporate expectations required of them. To complete work place risk assessments and take the required actions to ensure any highlighted risks are reduced.
Project Management	1 & 2 & 3	This highly practical course provides all the essential skills, tools and techniques that are needed to support the delegate in their project management role. The course concentrates on the practical techniques that you can apply directly back to the workplace using East Herts own project management toolkit.
Excellence through Leadership Development	2 & 3	To develop delegates as confident, competent managers and leaders, able to work as a team to bring about the change and improvement needed to make East Herts an excellent Council. Programme ends 2008.
Excellence through Management Development	2	The programme covers the essential skills and personal qualities that will produce highly effective managers. Delegates will discover practical and straightforward ways to manage, organise and motivate in order to achieve outstanding performance, results and manage change.

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Appendix A

Programme title	Target audience	Purpose
Finance Management	3	To provide Heads of Service with additional knowledge to assist them in developing their own ability to effectively manage their sections budget and to enable them to advise and support those in the section who also have an effect on spend in accordance with the new financial regulations.
Preparing for Change	1 & 2	To develop delegates understanding of change, identify the positive impacts and negative impacts that change initiatives can have and learn how to address these in order to achieve the full benefits of change. Support the Changing the Way We Work programme.
Managing Change	2 & 3	To provide managers with tools, techniques and an opportunity to develop plans to enable them to respond positively to the forthcoming organisational and service changes, leading teams through change, continuous improvement methods. Support the Changing the Way We Work programme.
Effective Report Writing	1, 2 & 3	This highly practical programme equips delegates with the skills of planning, research, structuring, writing, editing and presenting reports.
Communication and Conflict Management	1, 2 & 3	This programme focuses on how to handle conflict in the workplace and conflict management. It will equip delegates with practical techniques they can use to communicate and perform effectively in any difficult work situation.
Train the Trainer	2	This highly interactive and practical programme provides delegates with the theoretical knowledge behind creating a short training session and allows them the opportunity to develop their trainer/facilitator skills through review and feedback.
Team Development	2 & 3	To provide delegates with the skills and knowledge they need to develop the ability and efficiency of their team. To provide advice and actions that will assist in creating a high performing team.
Performance and Mentoring Coaching	3	To provide Heads of Service and managers with a framework and the skills to develop high performance in others, whatever the subject matter.
Mediation Training	1, 2 & 3	This programme covers all areas of the mediation process - from the role of the mediator through to managing deadlock and conflict.
MS Applications	1, 2 & 3	To provide delegates with additional knowledge and information on how best to use the 4 main Microsoft applications, Word, Excel, Outlook and PowerPoint.

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Mandatory/Legal	1, 2 & 3	To ensure delegates are compliant with legal issues and procedures. Including: <ul style="list-style-type: none"> • RIPA training • Preparing a Prosecution file & PACE • Verification training • Disability Discrimination • Equality and Diversity • Data Protection
Managing Performance (Support new PDR process)	1, 2 & 3	To provide knowledge and information to assist in enhancing the performance of teams, through setting effective business objectives. Support launch of new PDR process.
Disciplinary & Grievance	3	To provide delegates with the knowledge and skills to implement a fair disciplinary process in accordance with relevant employment legislation and the East Herts procedure. The intervention will provide practical advice and solutions across all areas of the disciplinary process. To support launch of revised policies.
Managing Absence	2 & 3	To provide delegates with the knowledge and skills to address sickness absence within their section in accordance with relevant employment legislation and the East Herts sickness procedure. The course will provide practical advice and solutions in order for delegates to confidently address sickness-related issues. To support launch of revised policy.
Recruitment & Selection	2 & 3	To provide delegates with the knowledge and skills to undertake effective recruitment and selection. The course will highlight relevant employment legislation and offer practical guidance to ensure the efficient and correct applications in the recruitment of staff at East Herts. Support launch of new recruitment service.
Corporate Induction	1, 2 & 3	To welcome new staff to East Herts Council. To provide delegates with an understanding of the Council's vision and priorities, policies and procedures, benefits and welfare.
Financial Support	1, 2 & 3	To support delegates in managing their personal finances and investments.
Policy Briefing workshops	1, 2 & 3	To support the launch of new/revised policies and procedures to ensure understanding and compliance.

Target Audience:

- 1 - Support Staff and Junior Professionals
- 2 - Team leaders, Managers, Senior Professionals/Specialist Roles
- 3 - Managers and Heads of Service