

Corporate Training 2012/3

| Programme title   | Target audience/Cost               | Purpose  |
|---|------------------------------------|--|
| Customer Services – Shared Services                     | 1 & 2<br>£3,000                    | To provide staff with tools, techniques and an opportunity to develop customer service plans within the new services. These events will enable team cohesion and will help build relationships. The sessions will also assist staff in responding positively to the forthcoming organisational and service changes.  |
| Introduction to flexible/home working                   | 1 & 2<br>In-house                  | To provide delegates with the knowledge, skills and confidence to be a flexible/home worker. To present a range of tools and techniques for working successfully with your team and manager as a flexible/home worker.   |
| Managing flexible/home workers                          | 2 & 3<br>In-house                  | To provide managers with the knowledge, skills and confidence to manage individuals or teams working remotely.   |
| Effective Report Writing                                | 1, 2 & 3<br>Approx cost<br>£850    | This highly practical programme equips delegates with the skills of planning, research, structuring, writing, editing and presenting reports.  |
| Communication and Conflict Management customer focussed | 1, 2 & 3<br>Approx cost<br>£900    | 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.  |
| Advanced call handling                                  | 1 & 2<br>Approx cost<br>£700       | This programme will provide staff with support, ideas and the opportunity to share experiences of handling difficult calls in the work place.  |
| Team Development and Engagement                         | 2 & 3<br>Approx cost<br>£3,000     | 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.   |
| H & S Awareness   | 1 & 2 & 3<br>Approx cost<br>£3,000 | 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. To support the H&S action plan.<br>Including: <ul style="list-style-type: none"> <li>• Manual Handling</li> <li>• Working from heights</li> <li>• Lone Working</li> </ul> |
| E-Learning programmes (subjects to be defined)          | 1, 2 & 3<br>In-house/E-learning    | East Herts has joined the Regional Vine East E Learning Project, enabling a variety of training subjects to be explored through E Learning.  |

## Essential Reference Paper B

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| Project Management               | 1 & 2 & 3<br>Approx cost<br>£875   | 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. |
| SMG Away day                     | 3<br>In-house  | To support the corporate and service planning process. Including engagement, behaviours, communication and cultural changes.  |
| Mediation Training               | 1, 2 & 3<br>£1400  | 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<br>Approx cost<br>£2500   | To provide delegates with additional knowledge and information on how best to use the 4 main Microsoft applications, Word, Excel, Outlook and PowerPoint. To support the development of super users.  |
| Emaillogic                       | 1 & 2<br>In-house  | To provide hints and tips to staff in managing their in-boxes, constructing emails and using the rules.   |
| Dealing with difficult customers | 1 & 2<br>Approx cost<br>£900   | To support staff when dealing with difficult and aggressive customers. Look at different techniques to deal with situations and share experiences and practice.   |
| Mandatory/Legal                  | 1, 2 & 3<br>Approx cost<br>RIPA £875,<br>PACE £875<br>DDA £800<br>Verification training £1,000<br>Safe Guarding £515 | To ensure delegates are compliant with legal issues and procedures.<br>Including: <ul style="list-style-type: none"> <li>• RIPA training</li> <li>• Preparing a Prosecution file &amp; PACE</li> <li>• Verification training</li> <li>• Equality and Diversity</li> <li>• Safe Guarding Children</li> </ul>           |
| Data Protection/FOI              | 1 & 2 & 3<br>In-house/E Learning   | To provide knowledge and information on data security, data protection and FOI procedure.   |
| Social Media Training            | 1, 2 & 3<br>In-house/<br>E Learning  | To provide knowledge and ensure understanding of the new communications strategy, Social Media Policy and to enhance staff skills and familiarity of social media sites and the role they play at East Herts Council.   |
| PDR Training                     | 1, 2 & 3   | To provide staff at all levels, whether reviewing or being reviewed, the appropriate skills set and confidence to take part in productive PDR process.  |
| Managing Performance             | 2 & 3<br>In-house  | To provide knowledge and information to assist in enhancing the performance of teams, through setting effective business objectives. Support PDR process.   |
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| Procurement Training                      | 1,2 & 3<br>In – House<br>(With a potential external cost up to £3,000)                                     | To ensure all staff responsible for ordering, budgets and tendering are aware of and understand all Rules and Regulations, (EHC procurement Rules, EU rules, UK Law, Financial Regulations) and Procurement processes, the roles and responsibilities of Procurement, Legal and Project Managers. This training will provide the skills and knowledge required to mitigate risks to officers and the council as a whole. |
| Land inspection and management training   | 1, 2 and 3<br>£5,000, but this sum is deducted from agreed insurance premiums so in effect the cost is nil | To explain statutory and common law responsibilities, and managing risk and inspections of our varying types of land, assets, water courses and ponds.   |
| Getting the best from Personal Resilience | 1,2 & 3<br>£2,000  | To enable staff to recognise stress related behaviour in themselves and others. The session also look at various resolutions based on staff needs and experiences.   |
| Recruitment and Selection training        | 2 & 3<br>Approx cost £1300   | All managers who recruit and interview candidates should be trained. This course supports the recruitment process for internal and external recruitment, ensuring managers recruit within the law. It also provides support for writing job descriptions and devising interview questions.   |
| Corporate Induction                       | 1, 2 & 3<br>In-house   | 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.  |
| Policy Briefing workshops                 | 1, 2 & 3<br>In-house   | 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