

Corporate Training Plan Outcomes for 2011/12

Programme title	Number of Participants/Cost (exc VAT)	Purpose
Preparing for Change – Internal Application Course	46 Participants £1,750	To support staff with the internal application form process and to discuss interview skills and techniques. This training was arranged to ensure staff were supported through the re-structuring process.
Getting the best from Personal Resilience	15 Participants £1,900	Sessions were held for SMG and Staff to enable staff to recognise stress related behaviour in themselves and others. The session also looked at various resolutions based on staff needs and experiences.
Presentation Skills	6 Participants £450 (partnership event)	How to deliver a successful presentation, through sound preparation, delivery and communication skills.
Safe Guarding Children	10 Participants £515	To ensure that all staff working with young people and venerable adults are aware of the Safe Guarding Children policy and process.
Minute Taking	11 Participants £396 (partnership event – EHC supplied the venue)	This highly practical programme equips delegates with the skills of structuring, writing and editing minutes.
Advanced Call Handling	2 participants £88 (partnership event)	This programme focuses on how to handle conflict over the telephone and conflict management. It equips delegates with practical techniques they can use to communicate and perform effectively in any difficult work situation.
Assertive Communication	1 participant £44 (partnership event)	This programme was designed to enhance communication skills to enable the participant to use them in the most efficient way.
Writing Letters and Emails	6 Participants £264 (partnership event – EHC supplied the venue)	The session took participants back to the basic principals of writing. Taking into consideration the structure of letters and emails.
HAY Refresher Training	7 Participants £3,000	The session was arranged to refresh JE Trained staff on the HAY Scheme principals and to audit a sample of JE's undertaken in the past 12 months. This was a joint UNISON/HR event.

Essential Reference Paper C

MS Applications	Excel – 10 Participants Word – 4 Participants £1,100	To provide delegates with additional knowledge and information on how best to use the Microsoft applications, Word and Excel.
Communication in a Challenging Situation	1 Participant £44 (partnership event)	This event supported staff when dealing with difficult and aggressive customers. Looking at different techniques to deal with situations and share experiences and practice.
Data Protection/FOI	All staff Staff briefings	All staff attending the staff briefing received the latest data security and FOI presentation. The presentation enabled staff to understand the present concerns and issues facing East Herts Council and the responsibility they hold as a member of staff.
Recruitment and Selection training	4 participants £715	SMG participated in this event designed to support the corporate restructure. The course was designed to support the internal recruitment process, ensuring managers recruited within the law. It also provided support for writing job descriptions and devising interview questions.
Corporate Induction including Stevenage Borough Staff inductions	40 Participants In-house	To welcome staff to East Herts Council. To provide delegates with an understanding of the Council's vision and priorities, policies and procedures, benefits and welfare.
Wallfields Induction Briefings	76 Participants In-house	The bite size sessions supported the end of the C3W project. As part of the induction process staff were shown round Wallfields, informed of the approved ways of working at Wallfields and provided with local information about Hertford.
PDR Training for managers	31 Participants £1,900	To support managers through the revised PDR process. Setting objectives, delivering feedback, supporting staff and grading performance.