

Corporate Training 2013/4

Programme title	Target audience/Cost	Purpose
Introduction to flexible/home working	1 & 2 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 In-house	To provide managers with the knowledge, skills and confidence to manage individuals or teams working remotely.
Effective Report Writing	1, 2 & 3 Approx cost £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 Approx cost £900	This programme delivered by MIND focuses on how to handle conflict in the workplace and people in a stressed state. 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 Approx cost £700 (delivered in partnership)	This programme will provide staff with support, ideas and the opportunity to share experiences of handling difficult calls in the work place.
H & S Awareness	1 & 2 & 3 Approx cost £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. Including: <ul style="list-style-type: none"> • Lone Working/personal safety • Fire Marshall refresher
Skillsbuild E-Learning programmes	1, 2 & 3 In-house/E-learning	East Herts will continue to develop its Skillsbuild programmes including: <ul style="list-style-type: none"> • Unified Communicator Advanced (UCA) • Complaints and Compliments • Social Media • Diversity • Safe Guarding
Project Management	1 & 2 & 3 Approx cost £400 (delivered in partnership)	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.

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Mediation Training	1, 2 & 3 £500 (delivered in partnership)	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 Approx cost £5000	MS Applications 2010 will be launched during the next financial year. East Herts will work with Stevenage Borough Council to deliver a range of training opportunities to up skills staff for the 4 main Microsoft applications, Word, Excel, Outlook and PowerPoint.
Dealing with difficult customers	1 & 2 Approx cost £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 Approx cost RIPA £875, PACE £875 DDA £800 Verification training £1,000 Safe Guarding £515	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 • Equality and Diversity • Safe Guarding Children
Data Protection/FOI	1 & 2 & 3 In-house/E Learning	To provide knowledge and information on data security, data protection and FOI procedure.
Social Media Training	1, 2 & 3 In-house/ 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 £925	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 In-house £900	To provide knowledge and information to assist in enhancing the performance of teams, through setting effective business objectives. Support PDR process.
Procurement Training	1,2 & 3 In – House (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 £5,000, but this sum is deducted from agreed insurance	To explain statutory and common law responsibilities, and managing risk and inspections of our varying types of land, assets, water courses and ponds.

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	premiums so in effect the cost is nil	
Getting the best from Personal Resilience	1,2 & 3 £1,000	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 Approx cost £1,300	To ensure all managers who recruit and interview candidates are aware of the process and protocols. 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 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 In-house	To support the launch of new/revised policies and procedures to ensure understanding and compliance.
Effective Manager	2 & 3 £1800	<p>A three day programme for staff who have just moved into a management role or are aspiring to be managers:</p> <ul style="list-style-type: none"> • Identify the key areas of management responsibility • Look at your own leadership style • Manage the performance of staff • Communicate effectively as a manager • Handle conflict • Manage yourself and continually develop professionally • Delegate and make effective decisions • Motivate your team members • Create a high performing team

Target Audience:

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