

Corporate Learning and Development Programme 2014/15

Programme title	Target audience/Cost	Purpose
Introduction to flexible/home working	1 & 2 In-house	This training provides staff 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 £2,000	This programme will focus 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.
Vulnerability training	1, 2 & 3 Approx cost £2,000	This course aims to enable collection staff, bailiffs and supporting staff to better understand and identify different types of vulnerability. It also provides tools and strategies for dealing with vulnerable customers fairly.
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 of 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 • First Aid at Work • Asbestos Management
Skillsbuild E-Learning programmes	1, 2 & 3 In-house/E-learning	East Herts will continue to develop its Skillsbuild programmes in association with the Vine East library to ensure a wide range of training is available
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.
Mediation Training	1, 2 & 3 £1,000	This programme covers all areas of the mediation process - from the role of the mediator through to managing deadlock and conflict.
IT application support/MS	1, 2 & 3	To support the rollout of IT applications and to deliver a

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Applications	Approx cost £3000	range of training opportunities to up skill staff for the 4 main Microsoft applications, Word, Excel, Outlook and PowerPoint.
Mandatory/Legal	1, 2 & 3 Approx cost RIPA £875, PACE £875 Court Room £875 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 • Safe Guarding Children • Court Skills
Data Protection/FOI	1 & 2 & 3 In-house/E Learning	To provide knowledge and information on data security, data protection and FOI procedure. Annual refresher training.
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 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.
Here to Help	1, 2 and 3 In-house TBC	Staff development and training to support the Here to Help programme and outcomes.
Here to Help workshops	1, 2 and 3 In-house	The workshops are designed to give all staff the opportunity to contribute to the development of the

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		Council's values and behaviours.. The workshops will result in action plans being generated and implemented across the Council.
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.

Target Audience:

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