

Learning and Development Programme 2013/4

Programme title	Target audience/Cost	Purpose
HAY Training	9 participants £6,000	To train HR, Unison and independent staff in the HAY Job Evaluation process.
Pre-Retirement Seminar	23 participants Nil cost - LPFA presentation	An event prepared and delivered by LPFA for staff thinking of retirement.
Introduction to Mental Health - Mind	25 participants £1251	This event facilitated by mind was aimed at front line staff who deal with the public on a daily business. It raised awareness and understanding of concepts of mental health and distress, to understand and recognise the causes, 'signs and symptoms', treatment and support options for the range of common and severe mental health conditions.
Managing Customer Services	3 participants £135 (delivered in partnership)	Developed Team Leaders who manage those leading customer services or front line teams. Developing skills in personal organisation, time management and supporting staff with the difficult customer and situations they face.
Supervisory Workshop	9 participants £450 (delivered in partnership)	For new managers or team leaders, to develop supervisory and management skills within the workplace.
First Aid at Work Certificate	15 participants £696	Ten members of staff renewed their certificate and a further five were recruited and trained.
Fire Marshall Training	38 participants £2,340	To train newly recruitment fire marshals and delivering refresher training to the existing marshals.
Civica Financials	126 participants Nil cost – training part of implementation programme	Various training programme were delivered to ensure the successful implementation of the new financial system including sundry debtors, raising a purchase order, GRN and invoicing, general ledger and invoice and purchase order approval.
Project Management	9 participants £450 (delivered in partnership)	This course provided all the essential skills, tools and techniques needed to support the delegate in their project management role. The course concentrated on the practical techniques that you can apply directly back to the workplace.
Absence Management Policy Workshop	3 participants In-house	The workshop gave the managers the opportunity to view the proposed policy changes and add their input to the developing policy.
Get ready for Microsoft Office 2010	207 participants £2,725	The workshops introduced staff to Office 2010.
Microsoft Office	57 participants	Various training sessions delivered to support staff and

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conversion and key user training	(so far) £11,500	nominated key users in the updated programmes.
Here to Help Manager Workshop One	62 participants £6400	Working with managers to develop the Council's values and behaviours.
Here to Help Manager Workshop Two	55 participants (booked) In-house	The workshop covered outputs from managers workshop one and gives managers the tools and support to facilitate staff workshops.
RIPA Refresher	11 participants £436	To ensure delegates are compliant with legal issues and procedures in regard to RIPA.
PACE Refresher	15 participants £436	To ensure delegates are compliant with legal issues and procedures in regard to PACE.
East Herts E Learning Site	10 participants In-house	Various corporate e-courses including data protection, FOI and recruitment.
Investigation Training	5 participants £540	Trained managers on internal investigations using East Herts policies and procedures.
PDR Training	Drop- In Session 5 participants In-house	Provided staff at all levels, whether reviewing or being reviewed, the appropriate skills set and confidence to take part in productive PDR process.
Land inspection and management training	39 participants (nil cost funded through Zurich)	Workshop explained statutory and common law responsibilities, and managing risk and inspections of our varying types of land, assets, water courses and ponds.
Political Sensitivity	7 participants £270 (delivered in partnership)	The workshop was for managers needing to understand the sensitivity and skills of working in a political environment.
Recruitment Policy	18 participants In-house	To ensure all managers who recruit and interview candidates are aware of the process and protocols. This course supported the recruitment process for internal and external recruitment, ensuring managers recruit within the law. It also provided support for writing job descriptions and devising interview questions.
Corporate Induction	30 participants In-house	To welcome new staff to East Herts Council. Induction provided delegates with an understanding of the Council's vision and priorities, policies and procedures, benefits and welfare.
Time Management Training	12 participants £640 (delivered in partnership)	To look at productive and valuable ways of managing time and priorities in the work place.
Trainer Development	7 participants £1050	This two day event was designed to support and develop managers to deliver training events and enhance their

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	(delivered in partnership)	personal skills.
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