

Corporate Learning and Development Programme 2014/15

Programme title	Target audience/Cost	Purpose
Introduction to flexible/home working	2 Participants In-house event	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	3 Participants In-house event	To provide managers with the knowledge, skills and confidence to manage individuals or teams working remotely.
Finance Workshops and Management Sessions	31 Participants In-house event	The Finance sessions were held to update managers on Finance Review and to introduce the new process from the 1 April 2015.
Project Management	3 Participants	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.
Trainer Development	2 Participants	This 2 day event develops new manager's skills to enable them to be confident in training and developing staff in their own teams. Preparing and delivering presentations.
Speed Reading & Retention/ Memory Skills and Mind Mapping	10 Participants	These 2 half days event provide techniques for manager to retain information, look at new ways of collating information and enhance their skills for reading and digesting a large amount of text.
Maintaining Morale and Motivation	2 Participants	Looking at ways to keep employees motivated and engaged to improve staff morale.
Managing Challenging Customers	11 Participants	To support front line officers working with customers either face to face or on the phone.
Stress Management & Coping Techniques	8 Participants	Looking at how to recognise the signs of stress in yourself and others. Implementing coping techniques.
Time Management Training	3 Participants	How do you use your time? Looking at better ways of working.
Mediation Training	6 Participants (all delivered in partnership)  £4,575	This programme covers all areas of the mediation process - from the role of the mediator through to managing deadlock and conflict. (2 day event)
IT application support/MS Applications	77 Participants £2725	To support the rollout of IT applications and to deliver a range of training opportunities to up skill staff for the 4 main Microsoft applications, Word, Excel, Outlook and PowerPoint.

## Essential Reference Paper B

	<p>7 Participants 5 Participants 7 Participants 4 Participants 9 Participants 7 Participants 3 Participants</p> <p>£3,815</p>	<p>Excel Introduction Outlook Intermediate Excel Intermediate Word Advanced Excel Advanced PowerPoint Advanced Word Intermediate</p>
Mandatory/Legal	<p>17 Participants Verification training £1,059</p> <p>14 Participants Safe Guarding £1066</p>	<p>To ensure delegates are compliant with legal issues and procedures. Including:</p> <ul style="list-style-type: none"> <li>• Verification training</li> <li>• Safe Guarding Children</li> </ul>
Data Protection/FOI	<p>1613 Participants E Learning</p> <p>£3,473</p>	<p>To provide knowledge and information on data security, data protection and FOI procedure. Bobs Business was introduced and the training courses are emailed directly to the employees. All employees have been asked to participant in the FOI training.</p>
PDR Training	<p>7 Participants In-house event</p>	<p>To provide new managers with support. Going through the paperwork, process and objective setting. Discussing the appropriate skills set required so they are confidence to take part in productive PDR process.</p>
Here to Help workshops	<p>207 Participants In-house event</p>	<p>The workshops are designed to give all staff the opportunity to contribute to the development of the Council's values and behaviours. The workshops will result in action plans being generated and implemented across the Council.</p>
Here to Help Bitesize	<p>279 Participants In-house event</p>	<p>These Bitesize events were designed to review and celebrate the Here to Help programme and its outcomes. Separate employee and Management sessions were held.</p>
Corporate Induction	<p>35 Participants In-house event</p>	<p>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.</p>
Policy Briefing workshops	<p>25 Participants In-house event</p>	<p>To support the launch of the Absence Management and Disciplinary Policies.</p>
Dementia Friends	<p>41 Participants No cost</p>	<p>Two 1 hour information sessions on the signs and effects of dementia; enabling the participant to become a dementia friend. These sessions were in partnership with the councillors</p>

Target Audience:

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