

Corporate Learning and Development Programme 2015/16

Programme title	Target audience/Cost	Purpose
CORE		
SMG HAY Training	3 £3,500	To train SMG on the principals and process of the HAY Job Evaluation process
Commercial Awareness	2 & 3 £1500	In challenging market and economic conditions, employees need to have a greater awareness of external influences and commercial opportunities that should be explored.
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.
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.
Financial and Procurement Training	1, 2 & 3 In – House (With a potential external cost up to £2,000)	To ensure all staff responsible for ordering, budgets and tendering are aware of and understand all Rules and Regulations, (EHC Procurement Regulations 2015, EU rules, UK Law, Financial Regulations 2015) and 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 and will support the launch of the updated Financial Regulations 2015 and Procurement Regulations 2015.
Social Media Training	3 In-house/ E Learning	To provide knowledge and ensure understanding of the new Internal 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.
Strategic Leadership programme	SMG (through Professional Development)	This programme develops practical strategic leadership skills immediately transferable to work. Participants will be equipped to challenge future service provision and lead and deliver successful change using "hard skills" of commercial and strategic decision making and "soft skills" of influencing, persuading, inspiring high performance and building cross functional teams, as well as gaining practical tools and techniques for leading change.
LA Challenge East	1, 2	This one day challenge is a team event, which will give employee the chance to gain a practical insight into how a local authority management team works. To work with colleagues from across the Council to improve joint working and engage in partnership working and political communication to gain a better understanding of the

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		benefits this can bring.
CORPORATE		
H & S Awareness	1 & 2 & 3 Approx cost £1600 (From the Health and Safety Budget)	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 • First Aid at Work • ISOH Managing Safely
ELearning/Webinars programmes	1, 2 & 3 In-house/ E-learning £7,000	East Herts will roll out an annual e-learning programme. The programme covers a range of subjects. Webinars will also be promoted in the Council for employees to increase their knowledge on professional topics.
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.
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 Applications	1, 2 & 3 Approx cost £5000	HR investigating to source e-learning packages for the Microsoft applications to enable the training to be accessible to employees. The training can then be applied when needed.
Mandatory/Legal	1, 2 & 3 Approx cost RIPA £875, PACE £875 Court Room £875 Verification training £1,100 Safe Guarding £400	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 Adults • Court Skills
Data Protection/FOI	1 & 2 & 3 ELearning £500	Bob's Business will continue to send out monthly courses to employees across the council.
PDR Training	1, 2 & 3 In-house	To provide staff at all levels, whether reviewing or being reviewed, the appropriate skills set and confidence to take part in productive PDR process. This will include the results and findings of the PDR Review 2015.
Managing Performance	2 & 3 In-house	To provide knowledge and information to assist in enhancing the performance of teams, through setting effective business objectives. Support PDR process.

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Recruitment and Selection training	2 & 3 In-house event with possible external £1,000	Following the recruitment and selections review. Training will be devised to support managers through the recruitment process, ensuring managers recruit within the law.
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.
Note/minute taking skills	1 & 2 £750	This course has been a popular request from employees who need support to ensure they are capturing the correct points and main subjects when taking minutes or key notes as meetings.
Bite Size training	1, 2 & 3 In-house	Bite size training or seminars for all employees to launch policies/procedures/new ways of working/corporate policy or to share best practice techniques and tips. To support ideas raised through Here to Help bite size training sessions.
Networking	1, 2 & 3 In-house/ external	Employees are encouraged to pursue networking opportunities both internally and externally to increase knowledge and enhance skills.
Job Shadowing	1, 2 & 3 In-house/ external	Employees are encouraged to pursue job shadowing opportunities across the Council and with partners to increase their knowledge and skills.
NVQ	1, 2 & 3 External funding/ professional training budget	Employees are encouraged to pursue an NVQ qualification to support their role in the council. The following NVQ's are currently available to employees: <ul style="list-style-type: none"> • Business Administration levels 2 and 3 • Customer Services Levels 2 and 3 • Team Leading Level 2 • Management Level 3
PERSONAL		
Deaf Awareness Training	1, 2 & 3 £1400	As part of diversity programme the deaf awareness team will present two sessions one in Wallfields and Bishops Stortford to discuss the needs and support out deaf customers need when visiting our offices.
Yoga/Pilates	1, 2 & 3 Neutral Cost	To be introduced as part of the Health and Wellbeing Strategy. The tutor would be paid for via the council and employees would be charged a subsidised fee to attended the event
Mindfulness At Work	1, 2 & 3 £1,000	Mindfulness looks at people's ability to focus attention on the situation at hand with the intention to observe the judgments we often make so quickly and choosing how to respond appropriately. This ability helps individuals step away from autopilot rote responses, see context and different perspectives more clearly leading to making

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		smarter decisions.
Coaching/Mentoring	1, 2 & 3 In-house/ external cost up to £2,000	Using internal/external coaches/mentors to support different employees with exploring issues including work demands, planning projects, tackling new areas of work etc
Dementia Training	1, 2 & 3 In-house	An information session on the signs and effects of dementia; enabling the participant to become a dementia friend. These sessions will be opened up to the public so will be a mixture of staff and public.
Stop Smoking Support	1, 2 & 3 HCC	There are many agencies East Herts can work with to give the appropriate support to employees who wish to stop smoking. The support will help employees quit for good by building confidence and providing the required support and advice for the employee.
Staff Development Opportunities	1, 2 & 3 Unison	A range of training and development opportunities open to members of Unison.

Target Audience:

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