

### Training delivered in 2010/11

Event	Aim	No. of participants	Evaluation/Feedback
Report Writing	To write clearer and more concise reports following the council templates.	4	<ul style="list-style-type: none"> <li>• Recommend that senior staff attend as it was so useful</li> <li>• Learning new word skills, grammar tips, planning and structure</li> </ul>
Mediation Training	To be able to mediate in a clear, strong and structured manner.	4	<ul style="list-style-type: none"> <li>• Knowledgeable trainer, good pace to the day</li> <li>• Questioning and summarising most relevant</li> </ul>
Recruitment and Selection Training	To ensure managers are aware and following the corporate recruitment process. As well as gaining skills for writing JD's and interview questions.	5	<ul style="list-style-type: none"> <li>• Knowledgeable trainer, I feel confident now to advise staff</li> <li>• Most relevant part identifying personal specifications and writing interview questions</li> <li>• Time-keeping sometimes an issue as there was a lot to fit in</li> </ul>
Excel Level 1	Basic excel skills and techniques.	10	<ul style="list-style-type: none"> <li>• Very good course, have taken away a great deal more knowledge</li> <li>• The course was fine, doesn't need improving</li> </ul>
Word Level 1	Basic word skills and techniques.	3	<ul style="list-style-type: none"> <li>• I enjoyed this event the trainer was very helpful</li> <li>• The supporting manual is less friendly then it needs to be</li> </ul>
T & C managers briefings – 3 events	To inform managers of the changes to terms and conditions and advise them of the consultation process.	24	No evaluations were completed for this event.
Home Working Training – 3 events	Team training with managers and staff on the	13	<ul style="list-style-type: none"> <li>• The course was presented quickly and effectively and was tailored to the needs of</li> </ul>

	home working policy		the participants
Freedom of Information Training & Data Security	To advise managers and staff of the current legislation and regulations in regard to the act and FOI's.	26	<ul style="list-style-type: none"> <li>• The event was informative</li> <li>• The event was arranged for our team giving the opportunity for us to think about our requirements</li> <li>• All of the information was useful for my role</li> <li>• Thorough measured delivery, good interaction with the support trainer</li> <li>• Felt data protection was covered, good to get handouts</li> </ul>
Personal Resilience Training	This course supports staff in time management and gives strategies for finding a work life balance.	6 (includes 1 town council employee)	<ul style="list-style-type: none"> <li>• Relaxation and symptoms most relevant – ID the stress and deal with it</li> <li>• A very encouraging and knowledgeable trainer</li> </ul>
Microsoft Word Skills	Staff completed questionnaires so the course delivered the skills relevant to the participants needs.	6 (includes 1 town council employee)	<ul style="list-style-type: none"> <li>• The trainer knew the system well and shared her knowledge and tips</li> <li>• Everyone worked well and the room was set up was good</li> </ul>
Dealing with difficult customers	This is a specialised course to support lone workers and staff dealing with difficult customers.	15 (includes 2 town council employees)	<ul style="list-style-type: none"> <li>• The trainer was interesting with a mix of stories and relevant film clips</li> <li>• The course went well – a little disturbing at times!</li> <li>• Give me the ability to recognise violent behaviour before it happens</li> </ul>
Microsoft Excel Training – 2 events	Staff completed questionnaires so the course delivered the skills relevant to the participants needs.	17	<ul style="list-style-type: none"> <li>• Great Knowledge of IT package and patience</li> <li>• Lots of valuable hints and tips</li> <li>• Realised there were routes to complete tasks</li> </ul>
Court Skills/Cross Examination Training	This course takes staff through the legal process	7	<ul style="list-style-type: none"> <li>• I enjoyed the court room role play and the trainers general approach to the course</li> </ul>

	and a court role play in the afternoon so staff experience the witness box.			<ul style="list-style-type: none"> <li>• The practical examples were so helpful</li> </ul>
Train the trainer – Emailogic	Staff receive training to deliver under licence the emailogic TM course	2 (this event was limited to 2 places)		<ul style="list-style-type: none"> <li>• The trainer was very supportive there was a lot of information to take in</li> <li>• The trainer gave tips on learning the script and delivery styles</li> </ul>
Emailogic Training – 2 events	SMG and staff received this training on using email effectively and productively. It also looked at managing your inbox and using the rules.	25		<ul style="list-style-type: none"> <li>• The facilitators encouraged feedback, were helpful and friendly</li> <li>• Good to have time out to think how to improve your emails</li> <li>• Some good tips on using email more effectively</li> </ul>
Corporate Induction	An in-house event to support staff through their first few months at East Herts, gaining understanding of the council's structure and the services that are delivered.	13		<ul style="list-style-type: none"> <li>• The facilitator was confident and organised</li> <li>• CE presentation was good explain exactly what the council does</li> </ul>
RIPA	Refresher training and legislation update	10		<ul style="list-style-type: none"> <li>• Approachable, knowledgeable and lots of hands on experience</li> <li>• Interesting day, practical examples</li> </ul>
PACE Training	Refresher training and legislation update	8		<ul style="list-style-type: none"> <li>• The session worked better as a refresher than a whole day event.</li> <li>• The presenter was knowledgeable but too many anecdotes</li> </ul>
Management Workshop	A workshop designed to enable CMT to focus on the needs of the authority	6		No evaluation forms were collated for this exercise

Behaviours Workshop	within the context of the budget changes. A workshop designed for SMG to explore the behaviours required which would enable the authority to deliver its priorities.	17	No evaluation forms were handed out for this workshop
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