

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"> • Recommend that senior staff attend as it was so useful • Learning new word skills, grammar tips, planning and structure
Mediation Training	To be able to mediate in a clear, strong and structured manner.	4	<ul style="list-style-type: none"> • Knowledgeable trainer, good pace to the day • Questioning and summarising most relevant
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"> • Knowledgeable trainer, I feel confident now to advise staff • Most relevant part identifying personal specifications and writing interview questions • Time-keeping sometimes an issue as there was a lot to fit in
Excel Level 1	Basic excel skills and techniques.	10	<ul style="list-style-type: none"> • Very good course, have taken away a great deal more knowledge • The course was fine, doesn't need improving
Word Level 1	Basic word skills and techniques.	3	<ul style="list-style-type: none"> • I enjoyed this event the trainer was very helpful • The supporting manual is less friendly then it needs to be
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"> • The course was presented quickly and effectively and was tailored to the needs of

	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"> • The event was informative • The event was arranged for our team giving the opportunity for us to think about our requirements • All of the information was useful for my role • Thorough measured delivery, good interaction with the support trainer • Felt data protection was covered, good to get handouts
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"> • Relaxation and symptoms most relevant – ID the stress and deal with it • A very encouraging and knowledgeable trainer
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"> • The trainer knew the system well and shared her knowledge and tips • Everyone worked well and the room was set up was good
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"> • The trainer was interesting with a mix of stories and relevant film clips • The course went well – a little disturbing at times! • Give me the ability to recognise violent behaviour before it happens
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"> • Great Knowledge of IT package and patience • Lots of valuable hints and tips • Realised there were routes to complete tasks
Court Skills/Cross Examination Training	This course takes staff through the legal process	7	<ul style="list-style-type: none"> • I enjoyed the court room role play and the trainers general approach to the course

	and a court role play in the afternoon so staff experience the witness box.			
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"> • The practical examples were so helpful
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"> • The trainer was very supportive there was a lot of information to take in • The trainer gave tips on learning the script and delivery styles • The facilitators encouraged feedback, were helpful and friendly • Good to have time out to think how to improve your emails • Some good tips on using email more effectively
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"> • The facilitator was confident and organised • CE presentation was good explain exactly what the council does
RIPA	Refresher training and legislation update	10		<ul style="list-style-type: none"> • Approachable, knowledgeable and lots of hands on experience • Interesting day, practical examples
PACE Training	Refresher training and legislation update	8		<ul style="list-style-type: none"> • The session worked better as a refresher than a whole day event. • The presenter was knowledgeable but too many anecdotes
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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