

Corporate Learning and Development Programme
2015/16 Review

Programme title	Target audience/Cost	Purpose
CORE		
SMG HAY Training	11 participants £2,400	Trained SMG on the principals and process of the HAY Job Evaluation process
Financial Management Training	9 participants In-house	The Finance sessions were held to update managers on Finance Review and to introduce the new process from the 1 April 2015.
Practical Project Management	7 participants (delivered in partnership) £630	This highly practical course provided 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.
Confident & Assertive Communication	1 participant (delivered in partnership) £90	This programme focused on how to handle conflict in the workplace and people in a stressed state. It equipped delegates with practical techniques they can use to communicate and perform effectively in any difficult work situation.
Procurement Training	132 participants In-house	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 provided the skills and knowledge required to mitigate risks to officers and the council as a whole.
LA Challenge East	9 participants	This one day challenge is a team event, gives employees the chance to gain a practical insight into how an local authority management team works. They work with colleagues from across the Council to improve joint and partnership working improving political communication.
CORPORATE		
H & S Awareness	17 participants	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 <ul style="list-style-type: none"> • First Aid at Work • ISOH Managing Safely
E-Learning	469 training episode's £7,000	SkillsBuild provided training courses on presentation skills, safe guarding and chairing a meeting.

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Vulnerability and Mental Health	76 participants	To enable employees to better understand and identify different types of vulnerability. It also provided tools and strategies for dealing with vulnerable customers fairly.
Negotiation Skills	9 participants (delivered in partnership) £650	This programme covered all areas of negotiation skills - from the role of the negotiator through to managing deadlock and conflict.
PACE/RIPA Update	9 participants £895	This event is held to update the appropriate officers on the PACE and RIPA regulations.
Safe Guarding Adults	68 participants £1090	Safeguarding Vulnerable Adults from Abuse is everyone's responsibility. Participants gained a good understanding of what abuse is, how to recognise it and how to respond to suspected or actual abuse.
Data Protection/FOI	1882 training episodes £3,150	Bob's Business provided short e-learning modules on data protection/FOI
Report Writing	9 participants £806	How to write effective reports and ensure the correct templates and corporate approach is used.
Corporate Induction	57 participants 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	6 participants £799	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.
Attending Court & Giving Evidence	7 participants £895	To ensure employees are prepared for court, have the appropriate evidence and gain experience of being cross examined.
Job Shadowing	Various	Employees have embraced job shadowing opportunities across the Council to increase their knowledge and skills.
PERSONAL		
Deaf Awareness Training	9 participants £699	As part of diversity programme the deaf awareness team came to discuss the needs and support our deaf customers require when visiting or using our services.
Outplacement/Retirement	5 participants £582	Outplacement and retirement support
Coaching/Mentoring	Approximately	Internal and external coaches and mentors were used to

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	10 recorded In-house/EELGA coaching pool	support different employees exploring issues including work demands, planning projects, PDR's, performance managements, tackling new areas of work etc
Dementia Training	23 participants In-house	An information session on the signs and effects of dementia; enabling the participant to become a dementia friend. These sessions were opened up to the public so there was a mixture of employees and public.