

Corporate Learning and Development Programme 2016-18

Programme title	Target audience/Cost	Purpose
CORE		
Leadership Team Development	3 £TBC	A programme will be devised to support the Leadership Team to enable them to develop and enhance their skills. The programme will be modelled to develop creative thinking, changing culture, contract partnerships, values, external networking, peer learning, coaching in management and tools and techniques for leading change. The programme will be developed through workshops, peer learning, coaching, mentoring and dynamic speakers.
ILM Management Programme	2 £TBC	A flexible modular programme will be designed to support our senior managers (tier 2) to develop and enhance their leadership skills. Topics: project management; culture change; managing conflict; partnership and contract working; empowering and developing staff, organisational design and channel transformation.
Channel shift/ Commercialism	2 & 3 In-house/inspiration speakers	East Herts needs to ensure its services are fit for purpose. We need to have a greater understanding of digital services. Making connections across services. Improve our customer insight and be more commercial in our approach
Project Management	2 & 3 £2,000	Is it project management or project programming? There are a variety of skills and individuals required to ensure a project achieves a positive outcome. Planning, programming, business mapping, mentoring, coaching and evaluation.
Partnership and Contract relationships	2 & 3 In-house	How to build appropriate relationships within the contractual and procurement frameworks. Including negotiation skills, support networks, evaluation and having an effective influence.
Procurement	2 & 3 In-house	A range of workshops will be delivered to ensure managers and new employees are kept up to date with the current procurement regulations and they are aware of the procurement and contract processes.
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 business support	1, 2 & 3 In-house	Looking at business finance and making financial decisions balance with creative thinking and commercial awareness.

Essential Reference Paper C

Media Training	3 In-house	To provide knowledge and ensure understanding of the 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.
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 an 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 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 • Fire Warden Training • Evac chair training
ELearning/Webinars programmes	1, 2 & 3 In-house/ E-learning £7,000	Webinars will continue to be promoted throughout the council for employees to increase their knowledge on professional topics. 2016/17 launch of e-learning based on behaviours.
Mental Health Lite	1, 2 & 3 Approx cost £2,000	This course aims to explain and discuss the traits of people living with mental health conditions to give better understand and identify the different types of vulnerability. It also provides tools and strategies for dealing with vulnerable customers fairly.
Emergency Planning	1, 2 & 3	These courses will ensure volunteers and duty officers have the knowledge and skills to carry out emergency planning.
Telephone negotiation skills	1, 2 & 3 £1,000	This programme will be designed to support the officers who spend the majority of their time negotiation with members of the public. Enhancing and developing negotiation skills to agree revised payment plans, housing needs and managing deadlock and conflict.
IT application support/MS Applications	1, 2 & 3 Approx cost £5000	HR are working with VineHR to develop IT e-learning topics which supports the needs of our Microsoft users. The training can then be applied when needed and accessed by all staff.
Business Objectives	1 & 2 £4,500	To support officers using business objects who need to manipulate corporate data and format reports to answer key business questions.

Essential Reference Paper C

Mandatory/Legal	1, 2 & 3 Approx cost RIPA £875, PACE £875 Court Room £875 Verification training £1,100 Safe Guarding £1,000	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 and young people • Court Skills
Political awareness	1, 2 & 3 £1,500	This event provides an overview of the considerations and knowledge to effectively engage with Councillor's, ensuring an overall understanding of the political context and terminology.
Data Protection/FOI	1, 2 & 3 ELearning £500	Bob's Business provides short elearning modules covering practice and legalisation on data protection and FOI.
PDR Training	1, 2 & 3 In-house	In line with the PDR review bite size sessions will be designed to cascade details of the new process and paperwork.
Managing Performance	2 & 3 In-house	To provide knowledge and information to assist in enhancing the performance of teams, through setting effective business objectives, managing conflict and having difficult conversations.
Recruitment and Selection training	2 & 3 In-house event with possible external £1,000	Following the recruitment and selection review. Training will be devised to support managers through the recruitment process, ensuring managers recruit on the basis of values as well as skills.
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, values, benefits and welfare.
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. Suggested topics include managing teams, managers being managers, effective use of data, time management and the self-service function of the new HR/Payroll system.
Networking/Sabbaticals/ Secondments	1, 2 & 3 In-house/ external	Employees are encouraged to pursue 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 at all levels of the structure.

Essential Reference Paper C

PERSONAL		
Staying strong	1, 2 & 3 £1,000	Supporting staff by sharing experience and different strategies for dealing with stress and developing your personal resilience.
Yoga	1, 2 & 3 Subsidised	Wellbeing supporting the Health and Wellbeing Strategy.
Planning your retirement	1, 2 & 3 £1,000	Supporting employees with a practical and inspirational guide to how to enjoy an active, contented and fulfilling retirement.
Mindfulness	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 the context and different perspectives more clearly leading to making smarter decisions.
Coaching/Mentoring	1, 2 & 3 In-house/ external costs up to £3,000	Developing the coaching and mentoring culture across the council. Coaching at work and coaching a team will be balanced with enhancing mentoring skills for the leadership team and managers.
Stop Smoking Support	1, 2 & 3 Various agencies	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.
Dementia Friends	1, 2 & 3 In-house and voluntary	The council remains committed to dementia friends and will continue to deliver awareness sessions.
Additional Development Opportunities	1, 2 & 3 Unison	A range of training and development opportunities open to members of Unison through the lifelong learning programmes.

Target Audience:

- 1 - All
- 2 – Managers/Team leaders/ Senior Professionals/Specialist Roles
- 3 – Leadership team