

## Corporate Training Plan 2011/12 – Overview

Programme title	Target audience/Cost	Purpose
Preparing for Change	1 & 2 In-house	To develop delegates understanding of change, identify the positive impacts and negative impacts that change initiatives can have and learn how to address these in order to achieve the full benefits of change. Support the C3W programme and BPI project.
Managing and Supervising Change	2 & 3 In-house	To provide managers with tools, techniques and an opportunity to develop plans to enable them to respond positively to the forthcoming organisational and service changes, leading teams through change, continuous improvement methods. Support the C3W programme and BPI project.
Introduction to flexible/home working	1 & 2 In-house	To provide delegates with the knowledge, skills and confidence to be a flexible/home worker. To present a range of tools and techniques for working successfully with your team and manager as a flexible/home worker.
Managing flexible/home workers	2 & 3 In-house	To provide managers with the knowledge, skills and confidence to manage individuals or teams working remotely.
Effective Report Writing	1, 2 & 3 Approx cost £850	This highly practical programme equips delegates with the skills of planning, research, structuring, writing, editing and presenting reports.
Communication and Conflict Management customer focussed	1, 2 & 3 Approx cost £900	This programme focuses on how to handle conflict in the workplace and conflict management. It will equip delegates with practical techniques they can use to communicate and perform effectively in any difficult work situation.
Employee Engagement	3 Approx cost £900	This course defines what is meant by employee engagement, why it is important to our organisation, how we can build an engaged workforce and how it can be measured.
Team Development and Engagement	2 & 3 In-house	To provide delegates with the skills and knowledge they need to develop the ability and efficiency of their team. To provide advice and actions that will assist in creating a high performing team.
H & S Awareness	1 & 2 & 3 Approx cost £3,500	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.

## Essential Reference Paper C

		<p>Including:</p> <ul style="list-style-type: none"> <li>• Safety Liaison Officer Training</li> <li>• Manual Handling for all staff</li> <li>• Fire Marshall Training</li> <li>• Evac Chair Refresher</li> </ul>
H & S Management	2 & 3 Included in H&S awareness costs	In regard to the H & S Review refresher training will provide Managers with the knowledge and information needed to ensure their teams work in a healthy and safe environment. Outline the responsibilities and corporate expectations required of them to support the H&S action plan.
Project Management	1 & 2 & 3 Approx cost £875	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 using East Herts own project management toolkit. Supports BPI project.
Working smarter	1 & 2 & 3 Approx cost TBC	This programme will cover time management, working smarter and help increase productivity.
Mediation Training	1, 2 & 3 £1400	This programme covers all areas of the mediation process - from the role of the mediator through to managing deadlock and conflict.
MS Applications	1, 2 & 3 Approx cost £2500	To provide delegates with additional knowledge and information on how best to use the 4 main Microsoft applications, Word, Excel, Outlook and PowerPoint.
Emaillogic & new telephone system	1 & 2 In-house	To provide hints and tips to staff in managing their in-boxes, constructing emails and using the rules. To support staff in using the new telephone system.
Dealing with difficult customers	1 & 2 Approx cost £900	To support staff when dealing with difficult and aggressive customers. Look at different techniques to deal with situations and share experiences and practice.
Mandatory/Legal	1, 2 & 3 Approx cost RIPA £875, PACE £875 DDA £800	<p>To ensure delegates are compliant with legal issues and procedures.</p> <p>Including:</p> <ul style="list-style-type: none"> <li>• RIPA training</li> <li>• Preparing a Prosecution file &amp; PACE</li> <li>• Verification training</li> <li>• Disability Discrimination</li> <li>• Equality and Diversity</li> <li>• Data security</li> </ul>
Data security/FOI	1 & 2 In-house	To provide knowledge and information on data security, data protection and FOI procedure.
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.

## Essential Reference Paper C

Recruitment and Selection training	2 & 3 Approx cost £1300	All managers who recruit and interview candidates should be trained. This course supports the recruitment process for internal and external recruitment, ensuring managers recruit within the law. It also provides support for writing job descriptions and devising interview questions.
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.
Wallfields Induction Briefings	1, 2 & 3 In-house	The bite size sessions support the end of the C3W project. The sessions will work through the approved ways of working at Wallfields and provide local information for staff working in Hertford.
Policy Briefing workshops	1, 2 & 3 In-house	To support the launch of new/revised policies and procedures to ensure understanding and compliance.
PDR Training for managers	2 & 3 In-house	To support managers through the PDR process in setting objectives, delivering feedback, supporting staff and grading performance.

**Target Audience:**

- 1 - Support Staff and Junior Professionals
- 2 - Team leaders, Managers, Senior Professionals/Specialist Roles
- 3 - Managers and SMG