

APPENDIX A: CORPORATE TRAINING PLAN 2014-16

GOVERNANCE TRAINING

<p>Data Protection; Freedom of Information & Information Security</p> <p>External Delivery</p> <p>All staff</p>	<p>Constitution inc. role of ombudsman, stat. officers & political decision making.</p> <p>In-house Delivery</p> <p>Team Leader & Above</p>	<p>Whistleblowing, Fraud, Corruption & Risk Management</p> <p>External Delivery</p> <p>All staff</p>	<p>Procurement & Financial Regulations</p> <p>External Delivery</p> <p>Team Leader & Above</p>
<p>Basic Health & Safety and Manual Handling</p> <p>In-house Delivery</p> <p>All staff</p>	<p>Fire Safety & Evacuation</p> <p>In-house Delivery</p> <p>All staff</p>	<p>Risk Assessment</p> <p>In-house Delivery</p> <p>All staff</p>	<p>Personal Safety</p> <p>In-house Delivery</p> <p>All staff</p>

Operational Services In-house Delivery Operational Staff	First Aid External Delivery All first aiders	Street Works Act External Delivery All Staff	IOSH – Managing Safely External Delivery All Staff
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ORGANISATIONAL PERFORMANCE

Project Management (Agile) In-house Delivery Team Leader & Above	Mediation Training External Delivery Middle Manager & Above	Sickness Absence Training In-house Delivery Team Leader & Above	Appraisal Training External Delivery Supervisor & Above
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CORE SKILLS

IT Skills (Word, Excel, Powerpoint)

External Delivery

All staff

Efficient Working (Working Smarter)

External Delivery

All staff

Finance for Non Finance Staff

External Delivery

All staff

Report Writing Skills

External Delivery

All staff

Presentation Skills

External Delivery

Middle Manager & Above

Mental Health Training

External Delivery

Team Leader & Above

Resilience (Preparing employees for change)

External Delivery

Team Leader & Above

Interpersonal Skills in the Workplace

External Delivery

All staff

Customer Care Skills

External Delivery

All staff

Political Awareness

External Delivery

All staff

**Influencing &
Negotiation Skills**

External Delivery

All staff

Coaching Programme

External Delivery

All staff

Communication Skills

External Delivery

All staff

MANAGEMENT DEVELOPMENT

Key management skills for the recently promoted	Induction for Managers following promotion	Aspiring Managers (ILM)	People Management Training
External Delivery	In-house Delivery	External Delivery	In-house Delivery
Supervisor & Above	Supervisor & Above	All staff	Supervisor & Above

DELIVERING DIFFERENTLY

Commissioning	Innovation & Commercial Thinking	Marketing Master classes
External Delivery	External Delivery	External Delivery
Service Manager & Above	Middle Manager & Above	Service Manager & Above

LEADERSHIP DEVELOPMENT

Managing in High Stakes

External Delivery

Service Manager & Above

Leadership Conference

External Delivery

Team Leader & Above

Mentoring for Senior Managers

External Delivery

Service Manager & Above

Business Communication

External Delivery

Service Manager & Above