

Appendix B: Corporate Training Programme 2014-16

Detailed Information on Training Courses

GOVERNANCE TRAINING

Data Protection, Freedom of Information & Information Security

To fully understand why data protection is important, how to safeguard personal information and how to comply fully with Freedom of Information regulations.

Constitution inc. role of ombudsman, stat. officers & political decision making.

To provide an understanding of the constitutional framework including the role of statutory officers and how political decision making happens in the organisation.

Whistleblowing, Fraud, Corruption & Risk Management

To understand the whistleblowing policy, how fraud can occur and what can be done to mitigate risk in the organisation.

Procurement & Financial Regulations

To provide an overview of procurement and financial regulations in the public sector to achieve value for money transactions whilst providing an understanding of internal procurement rules – what you can and can't do.

Basic Health & Safety & Manual Handling

Covers the basic aspects of Health & Safety followed by Manual Handling. Includes Risk Assessment, Accident prevention, the Health & Safety at Work Act, Injuries sustained by incorrect lifting & safe lifting techniques.

Personal Safety

Based on lesson plans provided by the Suzy Lamplugh Trust, this is a one day course covering Health & Safety Law, Dynamic Risk Assessments, Calming Techniques and sensible advice from the national specialists in employee safety.

Fire Safety

This is a bi-annual course & covers the main causes of fire, stairwell call points, the refuge call board, roles of fire personnel & evacuating the building

Risk Assessment

This course is in two parts, a four hour theory & a 4 hour practical. It is designed to give staff the basic skills for carrying out a risk assessment.

Operational Services

Full day course. Comprises Basic H&S, Manual Handling, Fire Safety, Ladders, Workplace Transport, PPE, Customer Care, Personal Safety (light) and Reversing. This course involves, with courses being added or removed depending on requirements.

First Aid

External Trainer. Carries out First Aid at Work, Emergency First Aid at Work, Automated External Defibrillation and Refresher training when they are required.

Street Works Act

External Trainer. Carries out training on Chapter 8 of the Street Works Act on Signing & Guarding.

IOSH Managing Safely

External Trainer. Carries out 4 day Health & Safety training for Managers & Supervisors.

ORGANISATIONAL PERFORMANCE**Project Management (Agile)**

To provide an understanding of how the Agile Project Management process can enable planning, management and control for project deliveries to provide managers with a leaner, more structured approach to project management

Mediation Training

To provide managers with the skills needed to mediate between parties to avoid conflict escalating in the workplace. Mediation can offer managers a different approach to dealing with difficult issues in their teams.

Sickness Absence Training

An in house programme to provide managers with an understanding of how to handle sickness absence within their teams in the most effective way – providing managers with skills to address particularly difficult sickness absence issues.

Appraisal Training

How to effectively conduct appraisals, set SMART objectives and address performance issues to increase an employee's contribution to the workplace.

CORE SKILLS**IT Skills (Word, Excel, Powerpoint)**

To provide staff with the basic skills needed to use IT packages in the most effective way enabling the user to work smarter.

Efficient Working (Working Smarter)

To equip staff with the tools and techniques to work smarter not harder and to maximise the use of delegation and prioritisation to meet deadlines and improve performance.

Finance for Non Finance Staff

Introduction to the core concepts of accounting and financial management in the public sector to provide a basic level of knowledge on the background to public sector finance.

Report Writing Skills

To enhance the skill level of report writing and establish a conformity of best practice and approach to improve the quality of reports produced.

Presentation Skills

Equip managers with the skills to engage, influence and inspire others in any situation from one to one meetings right through to large group sessions.

Mental Health Training

To enhance manager and staff understanding of mental health issues in the workplace and how to manage them appropriately.

Resilience (Preparing employees for change)

To equip managers with the skills needed to support staff to deal with change effectively and understand the impact of change to increase staff resilience to change in the future.

Interpersonal Skills in the Workplace

To develop people skills in staff to increase engagement and motivation and improve performance in the workplace.

Customer Care Skills

To develop staff skills and behaviours to offer exceptional customer care and services and to empower staff to provide effective solutions to customer service problems when they arise.

Political Awareness

To develop the skills and abilities needed to be successful in today's political environment increasing capability to influence politicians.

Influencing & Negotiation Skills

Influencing skills to get other people to want to give their support and negotiating skills to know what to give away and what to keep.

Coaching Programme

To build on the existing coaching programme and develop further coaches to enable wider in-house coaching to be available to staff.

Communication Skills

To introduce the use of social media as a corporate mechanism for marketing/gaining customer information or feedback to develop services.

MANAGEMENT DEVELOPMENT**Key management skills for the recently promoted**

To provide managers with key learning and new skills which will enable them to improve and continue to drive performance through people with the overall aim of helping them to engage more effectively with their teams.

Induction for Managers following promotion

In house training course to ensure that recently promoted staff have the understanding of all the key policies, procedures and systems needed to manage effectively.

Aspiring Managers (ILM)

For those aspiring to become managers or recently appointed managers the opportunity to complete an ILM 3 qualification in first line

People Management Training

An in house training course to ensure managers understand the HR policies and procedures in place and how to use them effectively with their teams to improve performance.

DELIVERING DIFFERENTLY

Commissioning

To provide an understanding of commissioning and how it applies, building commercial skills to enable opportunities to be explored for alternative delivery.

Innovation & Commercial Thinking

To enhance innovative and commercial thinking through increasing understanding of how to make innovation work in practice, equipping managers with the techniques for unblocking ideas from their teams.

Marketing Master classes

Marketing master classes around each of the service future work streams to embed knowledge and understanding of the marketing strategy and allow creative thinking about how we tackle the challenges in the future.

LEADERSHIP DEVELOPMENT

Managing in High Stakes

To equip senior managers with highly effective communicative competency to manage interactions effectively in high stake situations.

Leadership Conference

Variety of speakers with case studies around different models of delivery to bring this to life and provoke thought for future service delivery.

Mentoring for Senior Managers

Facility for mentoring for JMT and extended JMT, particularly technical mentoring to enable expertise and different approaches to be explored within a safe setting.

Business Communication

To enhance business communication skills through the application of NLP techniques.