



East Hampshire District Council Corporate Training Plan 2013-14 (incorporating amendment 1)

People are our most expensive resource. Investing in the development of staff is more important than ever before given the changing face of public services.

With this in mind a Corporate Training plan for 2013-14 has been compiled. This training plan demonstrates the importance the Council places on staff development and the investment the Council will make to develop the skills of staff for the future.

The short training courses shown in this booklet provide an excellent opportunity for you to enhance your skills with the very latest in best practice.

This booklet forms part of the overall corporate training provision and we are delighted that PETA training have been chosen to work in partnership with us to support the training delivery outlined in this booklet.

Detail of the course aims and learning outcomes are outlined in the following pages, along with available dates and locations. Please take a few moments to look through the training courses on offer.

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1. Negotiating & Influencing

Aims

To ensure Managers and Team Leaders learn how to use influencing skills that encourages others to give their support combined with negotiation skills to know what to give away and what to keep during the negotiation process increasing their ability to negotiate effectively in differing situations

Learning Outcomes

- To understand different ways to influence others.
- To gain the tools and techniques to become a more flexible negotiator.
- To practice using these tools in a risk free environment, enabling reflective learning.
- To build a personal action plan to facilitate how you will change the way you influence and negotiate in the future.

Pre-Course Work

Delegates to think about any negotiation/influencing situations they have experienced in the past, which they know could have gone better, if only they had the knowledge and skills to influence outcomes more effectively. By completing this pre-course exercise, it will enable individual to quickly contextualise what they learn in the training sessions, and to actively plan who to transfer these news tools, techniques and develop their skills in future situations. The result outcome will be greater success in negotiation situations.

Target Audience: All staff

Course Dates & Locations:

HBC	24 th September 2013 1 st April 2014	The Tournerbury Room, Plaza The Tournerbury Room, Plaza
EHDC	2 nd December 2013	The Wey Room, Penns Place

To BOOK: Register to attend this course on-line at
<http://www.peta.co.uk/peta-council-course-booking-form>

or telephone us on 023 9253 8700 or email enquire@peta.co.uk

2. Working Smarter & Effective Delegation

This workshop will provide delegates with proven tips, hints and practices that will help employees to work smarter and to do so with less personal stress and impact to themselves.

Aims

- To provide ideas, habits and practices enabling delegates to work smarter
- To be able to delegate to others knowing that the job will be done in the exact manner required
- To outline tips and hints to ensure effort is minimized
- To be more effective at work and in life in general
- Ensuring delegates are able to enjoy their working day more

Learning Outcomes

- How to organise and prioritise tasks
- Reduce and remove the impact of timewasters
- How to maintain control
- Distinguishing between Urgent versus Important
- Delegation as a time management and personal developmental tool
- How to delegate effectively
- How to gain commitment to the delivery of the task
- Being more effective and more efficient, more of the time
- Handling interruptions and 'urgent' requests in a productive manner
- How to say 'No' when the answer really is 'No'
- Identifying Time Bandits and eliminating these
- Developing weekly and daily plans
- Top tips for working smarter
- Agreeing and developing a personal action plan

Pre and Post Course Activity

Prior to the workshop

Delegates should make some notes on their daily work patterns and identify those activities that they consider to be:

- Routine – you do this regularly
- Ongoing one-off projects – things with a definable start and end – it is not Business As Usual activity
- Continuous Improvement, Business Development, Personal & Professional Development, Fixing and Improving

From this activity, delegates should reflect and make some notes on those things that they find frustrating and therefore which they need help on resolving and fixing.

After the workshop

Delegates should review their Continue & Begin Action Plan with their manager and discuss how they will build on what they have learned and how they will continue to ensure the return on investment is and will be maintained.

A list of books and websites for further research will be provided.

Target Audience: All staff

Course Dates & Locations:

EHDC	2 nd October 2013	The Wey Room, Penns Place
	6 th May 2014	The Wey Room, Penns Place
HBC	20 th January 2014	The Tournerbury Room, Plaza

To BOOK: Register to attend this course on-line at
<http://www.peta.co.uk/peta-council-course-booking-form>

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3. Financial Management

Increasingly Managers and Team Leaders in the Public sector are required to be financially aware and to provide value for money, whilst maintaining service levels. This practical course is designed to ensure managers are aware of the concepts of accounting and financial management.

Course Aims

- Learn the structure and significance of producing and managing budgets
- Understand how decisions impact on financial performance
- Work more collaboratively with finance colleagues to achieve the right results

Learning Outcomes

- Confidence in dealing with day-to-day financial issues
- Greater accuracy in compiling budgets
- Improve financial management and control

Pre and Post Course Activity

Nil

Target Audience: Staff responsible for managing any form of finance

Course Dates & Locations:

HBC	17 th September 2013	The Tournerbury Room, Plaza
	24 th April 2014	The Tournerbury Room, Plaza
EHDC	14 th January 2014	The Wey Room, Penns Place

To BOOK: Register to attend this course on-line at
<http://www.peta.co.uk/peta-council-course-booking-form>

telephone us on 023 9253 8700 or email enquire@peta.co.uk



4a. Introduction to Contract Management

This two-day course demonstrates contract and management techniques and enables delegates to achieve improved value for money through effective contract management. It also introduces useful tools to enable them to successfully manage contracts with minimal disruption, within timescales and within budget.

Course Aims

To understand the need for effective contract management practices and key concepts, understand the key stages in contract management, and develop appropriate strategies.

Learning Outcomes

- An understanding of the development of a contract policy
- The importance of clear specifications
- Understanding claims
- Variations to contracts
- Work instructions and modification
- Contract terms and conditions
- Litigation & Arbitration
- Method statement
- Evaluation, monitoring, measuring and benchmarking
- Types of contract
- Contracting process
- Commercial issues
- Controls
- Change
- Role of the contract manager
- Supplier Appraisal
- Dealing with contracts

Pre and Post Course Activity Nil

Target Audience: named individuals only

Course Dates & Locations:

HBC 14th & 15th October 2013 The Tournerbury Room, Plaza

To BOOK: Register to attend this course on-line at
<http://www.peta.co.uk/peta-council-course-booking-form>

telephone us on 023 9253 8700 or email enquire@peta.co.uk



4b. Strategic Contract Management

This one-day course focuses on the set up and execution of contracts and managing on-going contractual relationships.

Course Aims

The course considers tools and techniques for application at every stage of the process for contract building, and an understandable and enduring framework based on key Critical Success Factors.

Learning Outcomes

- Understand the generic contracting and procurement Total Cost of Ownership (TCO) model and how it should be applied
- Have an improved understanding of who does what, and how teamwork will produce the desired result
- Recognise the true commercial interface and maximise the opportunities whilst minimising the risks, including planned review and measurement
- Understand the various types of contract and place these in a hierarchy of management priorities
- Prepare, tender (or negotiate), and evaluate contracts, ready to award
- Have an overview of the legal aspects of contracts and how these might be used
- Recognise committed contractors and ensure that contractors' performance fulfils the contract requirements
- Know what to do when, or if, the contract starts to go wrong
- Effectively handle claims and variations
- Complete the contract finalisation and close-out documentation

Pre and Post Course Activity

Nil

Target Audience: named individuals only

Course Dates & Locations:

12th February 2014 The Wey Room, Penns Place

To BOOK: Register to attend this course on-line at
<http://www.peta.co.uk/peta-council-course-booking-form>

telephone us on 023 9253 8700 or email enquire@peta.co.uk

5. Budget Control

This course takes a practical approach to budgeting for the public sector and considers: the compilation of budgets; how to identify potential problems arising; possible courses of action and how to improve financial control using budgets. The course enables delegates to apply the topics covered by way of practical exercises.

Course Aims

Demystify the jargon associated with budgets
Review various methods of compilation to suit the situation
Be able to support or validate the budget

Learning Outcomes

- Improved accuracy in budgeting
- Be able to compile the key budgetary statements
- Use budgets as a powerful management tool

Pre and Post Course Activity

Nil

Target Audience: Managers/Team Leaders/Supervisors & any other budget holders

Course Dates & Locations:

HBC	12 th November 2013	The Tournerbury Room, Plaza
	13 th June 2014	The Tournerbury Room, Plaza
EHDC	19 th March 2014	The Wey Room, Penns Place

To BOOK: Register to attend this course on-line at
<http://www.peta.co.uk/peta-council-course-booking-form>

telephone us on 023 9253 8700 or email enquire@peta.co.uk

6. Managing Conflict

This workshop will provide delegates with practical techniques to help handle difficult and potentially confrontational business situations confidently and effectively.

Aims

- To enable delegates to manage conflict, when it arises, in a productive fashion
- Avoid unnecessary conflict situations
- Recognise that conflict is not always a bad thing
- Provide approaches and strategies for handling conflict
- Understand the causes of conflict
- Provide techniques and tools for assertion of needs and ensuring personal needs are understood by others and met
- Action planning

Learning Outcomes

- Increase personal confidence and ability in managing conflict situations
- Have strategies for managing the particular conflict situations that have been, will be or might be encountered
- Know how to confront conflict situations – when necessary - rather than to avoid
- Recognise own personal behaviours and past practices in conflict situations and to know what to continue with and what to stop doing in future
- Practice, in a safe environment, dealing with conflict situations that have been or might be encountered
- Understand the causes of conflict
- Provide techniques and tools for assertion of needs and ensuring personal needs are understood by others and met

Pre and Post Course Activity

Prior to the workshop

In order that we can enable delegates to practice using the conflict resolution tools we will impart on the workshop, we would like delegates to reflect and write up historical, potential or hypothetical conflict situations that they have or might come across using the STAR format below.

Situation

Please briefly describe the relevant background to the conflict scenario you would like help with

Task

Please outline what was it you believed should have occurred in this particular instance?

Action

Please make some notes as to what actually happened? Who said or did what? What body language and tone were used and by whom?

Result

What were the outcomes from this? Or what could have been the consequences or impacts? What is the current situation now?

After the workshop

Delegates should review their Continue & Begin Action Plan with their manager and discuss how they will build on what they have learned and how they will continue to ensure that the return on investment is maintained. A list of books and websites for further research will be provided.

Target Audience: All staff

Course Dates & Locations:

HBC	18 th October 2013 16 th May 2014	The Tournerbury Room, Plaza The Tournerbury Room, Plaza
EHDC	27th January 2014	The Wey Room, Penns Place

To BOOK: Register to attend this course on-line at
<http://www.peta.co.uk/peta-council-course-booking-form>

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7. Managing Stress in the workplace

The world today places many pressures on individuals to perform to high expectations with planning and time management being key contributors to stress levels. If the signs of stress are recognised and pro-actively managed however, the potential for stress arising can be greatly reduced.

Aims

This session aims to equip line managers with the skills and strategies to manage employees stress in the workplace:

- The main factors that cause stress
- How to minimise its impact
- How to manage employee stress effectively

Learning Outcomes

- Participants will be able to identify the main causes of stress for their employees in the workplace
- They will have new methods of planning and assertiveness in order to reduce exposure to stress
- Participants will have the skills to manage employee stress more effectively

Pre and Post Course Activity

None required

Target Audience: All Staff

Course Dates & Locations:

HBC	28 th October 2013 3 rd April 2014	The Tournerbury Room, Plaza The Tournerbury Room, Plaza
EHDC	9 th December 2013	The Wey Room, Penns Place

To BOOK: Register to attend this course on-line at
<http://www.peta.co.uk/peta-council-course-booking-form>

telephone us on 023 9253 8700 or email enquire@peta.co.uk

8. Effective Communication Skills

The gulf between what we say and what is heard can be surprisingly wide! Developing both the communication and people skills of your staff will enable them to use Neuro-Linguistic Programming (NLP) to flex their style according to the message they want to deliver and how they want their listeners to respond.

Aims

- To develop flexibility in dealing with others
- To develop strategies for dealing with difficult situations
- To develop skills in getting your point across
- To develop the skills of rapport

Learning Outcomes

On completion of this course, delegates will have an understanding of the concept of NLP and recognise the value of NLP in changing behaviours. They will be able to:

- Improve rapport and resolve problems quickly and easily
- Influence with integrity
- Increase their confidence and self-awareness in all their business communications

Pre and Post Course Activity

None required

Target Audience: All staff

Course Dates & Locations:

EHDC 7th November 2013 The Wey Room, Penns Place

HBC 11th March 2014 The Tournerbury Room, Plaza

To BOOK: Register to attend this course on-line at
<http://www.peta.co.uk/peta-council-course-booking-form>

telephone us on 023 9253 8700 or email enquire@peta.co.uk



How To Book:

If you are interested in any of the courses on offer from PETA training, please raise with your line manager. Once approval has been given you can book on a course in the following ways:

1. Look on the schedule and identify the suitable date and location
2. You can then register to attend in one of 3 ways. Go to

<http://www.peta.co.uk/peta-council-course-booking-form>

or by telephone 023 9253 8700

or email enquire@peta.co.uk

3. PETA will then confirm your course booking and send joining instructions to you at least two weeks before the course date.

PLEASE NOTE:

1. **All courses will close for receipt of applications 25 working days in advance of the course. This rule will be strictly applied so that unnecessary cancellation costs are not incurred.**
2. **All participants will receive a certificate of attendance and course materials as appropriate.**

ILM Accreditation



There is an opportunity for delegates attending the training courses to gain a recognised ILM Level 3 Award in First Line Management qualification. The core training courses which will need to be attended are:

- Working Smarter and Effective Delegation
- Budget Control
- Managing Conflict
- Effective Communication Skills

Delegates wishing to take this option will need to complete an assignment at the end of each of the above training courses.

If you wish to be considered for this qualification, please contact HR for more details.

Schedule of courses. Below is a quick reference summary of course date and locations

(Updated 17 July 2013)

Provider	2013				2014					
	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun
PETA Training	24th Sept Negotiating & Influencing (Plaza)			2nd Dec Negotiating & Influencing (Penns Place)				1st April Negotiating & Influencing (Plaza)		
		2nd Oct Working Smarter & Effective Delegation (Penns Place)			20th Jan Working Smarter & Effective Delegation (Plaza)				6th May Working Smarter & Effective Delegation (Penns Place)	
	17th Sept Financial Management (Plaza)				14th Jan Financial Management (Penns Place)			24th April Financial Management (Plaza)		
		14 & 15th October Intro to Contract Management (Plaza)				12th Feb Strategic Contract Management (Penns Place)				
			12th Nov Budget Control (Plaza)				19th March Budget Control (Penns Place)			13th June Budget Control (Plaza)
		18th Oct Managing Conflict (Plaza)			27th Jan Managing Conflict (Penns Place)				16th May Managing Conflict (Plaza)	
		28th Oct Managing Stress in the workplace (Plaza)		9th Dec Managing Stress in the workplace (Penns Place)				3rd April Managing Stress in the workplace (Plaza)		
			7th Nov Effective Communication (Penns Place)				11th March Effective Communication (Plaza)			