

Derbyshire Learning Programme 2017

Core Skills and Knowledge

Leadership and Management



Introduction

Welcome to the Derbyshire Learning Programme which offers learning opportunities to employees in all departments. This is to develop the skills and knowledge required by employees to provide high quality services.

The learning events in this programme are set out in two categories: 'Core Skills and Knowledge' and 'Leadership and Management'. For ease of reference the learning activities/workshops are also listed alphabetically.

Communicating the programme to employees:

Learning & Development contacts in Departments are requested to forward the programme on to managers and employees.

Managers should ensure that members of their team are aware of the learning programme and arrange for a copy of the programme to be printed out and displayed on notice boards for employees without internet access. Paper copies should be made available to employees who work out on site.

The programme is regularly updated to reflect new opportunities. The latest version can be accessed on DNet:

http://dnet/working_for_us/Learning_and_Development/courses/default.asp

For employees, without access to DNet, the programme is also published on the council's external web site:

http://www.derbyshire.gov.uk/working_for_us/workforce_development/learning_development/default.asp

Information on how to use the Learning Centre to check the availability of events and access e-learning courses via the Derbyshire Learning Platform (DLP) is provided in this programme (please refer to contents page).

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How to Book on to Events

Appropriate departmental forms must be completed and authorised, by your line manager, in order to apply for a place on any of the events in the programme.

The course code and locator numbers, that you will need to complete your Department's training application form, have been included in the programme. On your Department's application form please include the cost centre code that your training should be charged to. This will enable accurate and timely recharges to be made.

Your Department's learning and development application form can be accessed on DNet:
http://dnet/working_for_us/Learning_and_Development/dept_training_information/default.asp

Departmental Learning & Development Administration contacts

Departmental learning and development administrators are responsible for booking places on the Learning Programme. Your application should be sent to your administration contact identified below. If there are no places left on an event, that you need to attend, you may be 'wait-listed' in case a last minute place becomes available. If no space becomes available you may ask your Manager or training administrator to add the need for a learning activity into your learning plan. This supports planning future events to meet identified demand.

If you have any queries please contact your Departmental contact named below in the first instance.

Adult Care – Contact the Staff Education & Training Centre (SETC) at Ripley. Reception: 01629 531496.

Training application links for Adult Care are published on the external website:

http://www.derbyshire.gov.uk/social_health/staff_educ_train/apply/default.asp

Please e-mail approved and completed training applications to: SSDtraining@derbyshire.gov.uk

This is listed in the Microsoft Outlook Global Address List as SSD training (Adult Care).

Chief Executive's - The Chief Executive's learning & development activity form is published on DNet:

http://dnet/working_for_us/Learning_and_Development/courses/default.asp

Please **e-mail approved forms for Chief Executive's** to: BusinessSupport.personnel@derbyshire.gov.uk

For training application queries please contact: Charlie Greaves on Ext 39273.

Children's Services – Training application links are published on:-

http://dnet/working_for_us/Learning_and_Development/dept_training_information/caya/caya/default.asp

Please e-mail approved and completed learning & development application forms for Children's Services employees to:

Learning&.development@derbyshire.gov.uk

This is listed in the Microsoft Outlook Global Address List as Learning & Development (Childrens Services).

Corporate Resources – Please follow your Division's agreed booking procedure which is published on:-

http://dnet/working_for_us/Learning_and_Development/dept_training_information/corporate_resources/default.asp

Please **e-mail approved training application forms for Corporate Resources except for Property and Transformation Divisions** to:

BusinessSupport.personnel@derbyshire.gov.uk

For training application queries for Finance, HR & Legal Divisions please contact: Charlie Greaves on Ext 39273.

For Corporate Resources Property Division employees please e-mail training applications to Sarah Wilde, Business Services Officer.

E-mail: sarah.wilde@derbyshire.gov.uk

For CRD Transformation Division employees, please e-mail training applications to: projectsupportteam@derbyshire.gov.uk

For Transformation training queries please contact: Joe Lynch or e-mail projectsupportteam@derbyshire.gov.uk

Economy, Transport and Communities (ETC) –

For Learning & Development queries please contact Lisa Hardy e-mail: lisa.hardy@derbyshire.gov.uk Ext 38121

For training administration queries please contact:

Lynn Quinn on Ext 38622 or Debbie Higton Ext 36598

Training application procedures are published on:

http://dnet/working_for_us/Learning_and_Development/dept_training_information/environmental_services/environmental_Services/default.asp

Important Information about Events

Confirmation & Joining Instructions

Following enrolment, by your Department, you will receive an automated confirmation of your place from the e-mail address:

learning@derbyshire.gov.uk Joining instructions will be e-mailed approximately two weeks prior to your event taking place. Your

Manager will be copied into these communications.

Cancellations

Cancellation of any booking **within a period of 15 working days before** the event date, or non-attendance, will result in a charge being made to your Department's learning and development budget.

The late cancellation charge will be for the advertised cost for a place on the event.

If there is no initial advertised cost for the event then we reserve the right to charge a late cancellation fee.

Event Duration

The events vary in length from a couple of hours to a full day. The dates and times for each event are included in the programme.

No Lunches or Refreshments:

No lunches or drinks will be provided on any learning events. We recommend that participants bring their own packed lunches and refreshments with them.

Alternative Booking Procedures

A few of the events in this programme have different booking procedures to those outlined above and do **not** go through Departmental training administrators. Details are provided below:

The link below takes you to the general course page, where all Community Safety courses can be accessed:

<http://www.saferderbyshire.gov.uk/training-and-resources/courses-and-bookings/default.asp> (on-line booking)

For Practical Project Management events please contact Aileen Hammerton e-mail: aileen.hammerton@derbyshire.gov.uk

Tel: 01629 536939 Ext 36939.



Learning Centre

The Learning Centre is accessible from your computer's desktop and displays information held in the Learning Development System (LDS). It allows you to search for internal events on the learning programme and view your own training record and learning plan. Managers can also manage their team's training activities to ensure an effective and pro-active approach is taken to learning and development across the council.

Accessing the Learning Centre is easy. All you need to do is double-click the 'T' for training icon on your computer's desktop. Click on the '*Welcome to the Learning Centre*' link on the DNET page that appears. Follow the instructions on this page to first create a temporary password and then a secure one. This will enable you to access the Learning Centre's dashboard. When you have logged into the Learning Centre you will be able to:

- Look at your own training record including any qualifications undertaken.
- Look at the training assigned to your Learning Plan.
- Search for internal events, the dates that they are running and how many places are available. It also confirms the venue, aims and objectives of the event and other relevant information to help you ensure that the training best meets your development needs.
- View who else is booked on to the event that you are attending to enable car sharing and assist Smarter Travel initiatives.

If you are a Manager you will also be able to:

- Access your 'direct reports' training records and learning plans and view the progress of their development.
- Add and remove courses identified as part of the 'My Plan' process to your direct reports learning plans.
- Have assigned the direct reports of other Managers (if there is an agreed operational need).

If you need more information about the Learning Centre please contact Barry Aldridge on 01629 536933

E-mail: barry.aldridge@derbyshire.gov.uk

Learning Platform - Online e-learning

The Learning and Development team are identifying new initiatives to deliver non-traditional methods of delivering learning for employees to complement the existing programme.

At Derbyshire Learning Online you can find learning and development opportunities on a wide range of topics. You can access them from any computer, laptop, tablet or mobile phone, either at home or at work, when and where you need it and at a time to suit you and your role.

You can log-on to Derbyshire Learning on-line by typing **derbyshire.learningpool.com** into your Chrome web browser's address bar.

Your username is your SAP payroll number and the password is welcome.

You will be required to change your password – just follow the 'on-screen' instructions.

Once you've done this, you'll be taken to your profile page.

If you have difficulties 'logging-on' please email: dlo@derbyshire.gov.uk

To access the main site click on the 'Home' tab.

New resources and courses will be added on a regular basis. If you have ideas on what you would like to see, please contact your departmental e-learning champion:

Economy, Transport and Communities (ETC)

To be advised.

Children's Services

Pam Curley Tel: 01629 531478 email: pam.curley@derbyshire.gov.uk or Claire Austin Tel: 01629 532053 email: claire.austin@derbyshire.gov.uk

Adult Care

Catherine Measures Tel: 01629 531465 email: catherine.measures@derbyshire.gov.uk

Corporate Resources and Chief Executive's

Chris Mills Tel: 01629 536971 email: chris.mills@derbyshire.gov.uk

Please note: To access the online modules you will need to make sure that your 'pop-ups' are enabled in the browser on your computer.

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Core Skills & Knowledge Section

Community Safety

Learning & Development contact: Katya Bates, Community Safety Learning & Development Officer

E-mail: katya.bates@derbyshire.gov.uk Telephone: 01629 538495

How to Book: Community Safety courses are open to multi-agency partners and so are bookable on-line via the Safer Derbyshire website, rather than via LDS. Your DCC learning record in LDS will be updated when you book on-line. You can use the web-link shown against each course to find information on new dates, latest availability and to access the ‘on-line’ booking form for each course.

The link below takes you to the general course page, where all Community Safety courses can be accessed:

<https://www.saferderbyshire.gov.uk/training-and-resources/courses-and-bookings/courses-and-bookings.aspx> (on-line booking)

Hate Crime Awareness - An introduction to Hate Crime and its effects, taking in both national and local perspectives. You’ll learn how to identify hate crime, who it affects and understand how to report it. Suitable for all DCC staff and multi-agency partners.			
Frequency and Duration	Latest Dates and Booking	Cost per Place	Provider
Runs bi-monthly and is a half day course, usually 9.00 – 12.30.	To see the dates, latest availability and to book your place online, please visit: http://www.saferderbyshire.gov.uk/hatecrime	Fully funded	DCC Community Safety

<p>Introduction to Community Safety -To introduce you to community safety issues in a practical and interactive way. It covers the changing national perspective, will help you understand how community safety is addressed in Derbyshire, and gives you the chance to think about how your role fits in to the agenda. Suitable for all DCC staff and multi-agency partners.</p>			
Frequency and Duration	Latest Dates and Booking	Cost per Place	Provider
Runs bi-monthly and is a half day course, usually 9.15 – 12.00.	To see the dates, latest availability and to book your place online, please visit: http://www.saferderbyshire.gov.uk/introduction	Fully funded	DCC Community Safety

<p>MARAC - To give you a clearer insight into multi-agency risk assessment conferences (MARACS) and how they support victims of the most serious cases of Domestic Abuse. Suitable for all DCC staff and multi-agency partners who may take a disclosure regarding domestic abuse.</p>			
Frequency and Duration	Latest Dates and Booking	Cost per Place	Provider
Runs bi-monthly and is a full day course, usually 9.15 – 15.30.	To see the dates, latest availability and to book your place online, please visit: http://www.saferderbyshire.gov.uk/marac	Fully funded	DCC Community Safety

<p>MAPPA courses – Foundation and Practitioner Level - Offered to agencies that are actively involved with Multi Agency Public protection Arrangements (MAPPA) and where staff require a basic level of understanding of MAPPA.</p>			
Frequency and Duration	Latest Dates and Booking	Cost per Place	Provider
Both Foundation and Practitioner level courses are full day sessions and run 2-3 times per year	<p>For dates and availability, please contact Martin Gardner (Deputy MAPPA Coordinator) on 0300 122 5464.</p> <p>Further information: https://www.saferderbyshire.gov.uk/training-and-resources/courses-and-bookings/mappa-training/mappa-training.aspx</p>	Fully funded	MAPPA Coordination Unit, Derbyshire.

<p>Multi-Agency CSE Training: Recognising and Reporting - This FREE 4 hour course will assist you in identifying potential Child Sexual Exploitation, which you may encounter during the course of your work. This basic awareness raising course will inform you of the risk indicators, signs to look out for in the local community and where to report. Suitable for all DCC staff and multi-agency partners.</p>			
Frequency and Duration	Latest Dates and Booking	Cost per Place	Provider
Runs monthly and is a half day course, usually 9.15 – 12.30.	<p>To see the dates, latest availability and to book your place online, please visit: http://www.saferderbyshire.gov.uk/cse</p>	Fully funded	DSCB & DCC Community Safety

<p>WRAP - Counter Terrorism Training – This free half day Workshop to Raise Awareness of Prevent (WRAP) is intended for practitioners who have little or no knowledge of the Prevent agenda, who work in communities and/or work with vulnerable individuals across Derbyshire. The session includes an input on Keystone (Derbyshire Constabulary’s ‘counter terrorism and the community’ initiative). It will also assist frontline staff with their obligations under the new statutory ‘Prevent’ duty. Suitable for all frontline DCC staff and multi-agency partners.</p>			
Frequency and Duration	Latest Dates and Booking	Cost per Place	Provider
<p>Runs at least monthly and is a half day course, usually 9.15 – 12.30.</p> <p>(Due to exceptional demand, extra courses and bespoke sessions are being added to the programme throughout the year. See website for details)</p>	<p>To see the dates, latest availability and to book your place online, please visit:</p> <p>http://www.saferderbyshire.gov.uk/wrap</p>	<p>Fully funded</p>	<p>DCC Community Safety</p>

Prevent E-Learning Course

Prevent E-learning - Now available on Derbyshire Learning Online (Learning Pool). Please refer to page 8 for details on how to access the Derbyshire Learning Online website or follow this web-link:- www.saferderbyshire.gov.uk/preventelearning

This 30 minute module is an introduction to the new statutory ‘Prevent’ duty and is ideal for staff who are not ‘frontline’ or who find it difficult to access a half day WRAP training session. It covers how to spot the signs of radicalisation and how to share any concerns you may have.

To access the e-learning log-on to Learning Pool and search for ‘Prevent’. As with all training, please ensure that you have your line manager’s permission to undertake this in work time.

Core Skills & Knowledge Section

Health, Safety & Wellbeing

Learning & Development Contact: Aileen Hammerton, CRD HR Division email aileen.hammerton@derbyshire.gov.uk Ext 36939

Bounceability– Developing your Personal Resilience Activity code: ZLDBDPR001

As work and life in general changes so rapidly some of us find we're more resilient to changes than others. If you want to find out more about what resilience is and how to strengthen your own levels come along to this interactive workshop and enjoy a few hours of practical fun exercises so that you can 'bounce back' in any situation.

Day & Dates	Times	Locator Numbers	Training Venue	Cost per place	Provider
TBC				Fully funded	

Coping with Stress – Activity code: ZLDOTHCWS1

To identify actions that can help to build a healthier work life balance and explore some tools and techniques to help deal with stress both at work and outside of work.

Day & Dates	Times	Locator Numbers	Training Venue	Cost per place	Provider
Monday 8 May 2017	9.30am - 4.00pm	95309	L&D Room 1, Parkwood Centre, Alfreton	£60	DACES

Dementia Friends – Activity Code:ZLDDEMFIS1

Delivered by Dementia Friends Champions to help you understand what it’s like to live with dementia and the actions you can take – anyone of any age can be a Dementia Friend. You will learn more about dementia and how you can help to create dementia friendly communities and make Derbyshire County Council more dementia friendly.

For more information please visit the website: www.dementiafriends.org.uk

Day & Dates	Times	Locator Numbers	Training Venue	Cost per place	Provider
Tuesday 9 May 2017	09.15-10.15am	96319	The Members’ Room, County Hall, Matlock	Fully funded	In-house – Paul Miles, Public Health
Tuesday 1 August 2017		96320	Committee room 1, County Hall, Matlock		
Tuesday 7 November 2017		96321	Committee room 1, County Hall, Matlock		
Tuesday 6 February 2017		96322	Committee room 1, County Hall, Matlock		

Managing Mental Health – Activity code: ZLDMMHAT15

To provide an opportunity to explore how best to manage and support staff.

For more information please go onto DNet using the following link:
http://dnet/working_for_us/Learning_and_Development/courses/Course_Outlines/default.asp

Day & Dates	Times	Locator Numbers	Training Venue	Cost per place	Provider
Tuesday 13 June 2017	9.30am - 1.00pm	91962	Dove Holes Business Unit, near Buxton SK17 8BJ	Fully funded	In-house – Lorraine Knights, Adult Care
Tuesday 15 August 2017		91959	Training Room 2, Staff Education Training Centre, Long Close, Cemetery Lane, Ripley DE5 3HY		
Tuesday 10 October 2017		91961	Committee room 1, County Hall, Matlock		
Tuesday 12 December 2017		91960	Training Room 2, Staff Education Training Centre, Long Close, Cemetery Lane, Ripley DE5 3HY		

The contact officer for the following generic Health and Safety courses is John Pearce, Health and Safety Consultant, HR Division, Corporate Resources Department email john.pearce@derbyshire.gov.uk Tel 01629 536970

To find out more about the following workshops contact John Pearce or look on D-Net under http://dnet/working_for_us/your_wellbeing/training/health_safety/default.asp

Fire Safety – Activity Code: ZLDHESFS01					
Provides participants with general fire awareness as well as fire prevention arrangements and how to recognise and use fire extinguishers.					
Day & Dates	Times	Locator Numbers	Training Venue	Cost per place	Provider
Friday 9 June 2017	9.30 am – 12.30 pm	95263	Peter Webster Centre Group Work Room, Chesterfield	Fully funded apart from Markham Vale *Cost of £10 per delegate	In-house – John Pearce
Monday 10 July 2017		95264	Markham Vale Environment Centre		
Friday 18 August 2017		95267	Dronfield Library meeting room		
Monday 4 September 2017		102301	L&D room 1, Parkwood Centre, Alfreton		
Monday 13 November 2017		102302	Markham Vale Environment Centre		
Monday 18 December 2017		102303	Dove Holes BU County Suite		

Introduction to Managing Safely – Activity Code: ZLDHESIMS1

This course is aimed at first line supervisors and provides participants with a basic overview of accident prevention, some knowledge of health and safety law and compares and contrasts reactive and proactive measures to manage health and safety in the workplace.

Day & Dates	Times	Locator Numbers	Training Venue	Cost per place	Provider
Wednesday 24 May 2017	9.00am-4.00pm	95283	Markham Vale Environment Centre	Fully funded apart from Markham Vale	In-house – John Pearce
Wednesday 20 September 2017		102317	Markham Vale Environment Centre	*Cost of £20 per delegate	

Managing Asbestos – Activity code: CPROPHS001

To inform 'Duty Holders' of their responsibilities to Manage Asbestos, understand the appropriate legislation and prepare them to initiate asbestos management procedures on their respective sites.

Day & Dates	Times	Locator Numbers	Training Venue	Cost per place	Provider
Friday 26 May 2017	9.30am-1.00pm	96634	Buxton/Dove Holes Business Unit	Fully funded – there may be a charge for external people.	To book a place contact your L and D team. For schools contact Workforce Development on 01629 536546. Any queries contact H&S on 01629 536315.
Friday 7 July 2017		96635	Denby Depot/Business Unit		
Friday 6 October 2017		96636	Denby Depot/Business Unit		
Friday 3 November 2017		96689	Markham Vale Environment Centre		

Manual Handling – Activity code: ZLDHESMH01

Provides participants with an awareness of possible injuries when manual handling, safe lifting techniques, and ways to adopt a good posture when working.

Day & Dates	Times	Locator Numbers	Training Venue	Cost per place	Provider
Monday 12 June 2017	9.30 am – 12.30 pm	95272	Dove Holes Business Unit County Suite	Fully funded apart from Markham Vale *Cost of £10 per delegate	In-house – John Pearce
Friday 7 July 2017		95273	Dove Holes Business Unit County Suite		
Monday 21 August 2017		95274	Markham Vale Environment Centre		
Monday 18 September 2017		102313	Dove Holes Business Unit County Suite		
Monday 16 October 2017		102314	Dove Holes Business Unit County Suite		
Friday 10 November 2017		102316	Markham Vale Environment Centre		
Tuesday 5 December 2017		102315	Dove Holes Business Unit County Suite		

Managing Legionella – Activity code: CPROP

These training sessions have been specifically tailored for the person who is delegated to carry out the on-site Legionella monitoring.

Although the responsibility for onsite Legionella temperature testing lies with the Premises Duty Holder (Head teacher, Premises Manager etc), this duty is usually delegated to a responsible person eg caretaker, office personnel, site manager etc. Therefore the person attending the training should be the one carrying out the periodic monitoring.

Day & Dates	Times	Locator Numbers	Training Venue	Cost per place	Booking
Friday 31 March 2017	9.30am-1.00pm	95433	Denby Depot/Business Unit	Fully funded – there may be a charge for external people	Contact your Learning and Development team, for schools contact Workforce Development on 01629 536546 Any queries please contact Health and Safety on 01629 536315.
Wednesday 3 May 2017		95434	Markham Vale Environment Centre		
Tuesday 20 June 2017		95435	Buxton/ Dove Holes Business Unit		
Thursday 14 September 2017		95436	Markham Vale Environment Centre		
Thursday 5 October 2017		95437	Denby Depot/Business Unit		
Friday 10 November 2017		95439	Buxton/Dove Holes Business Unit		

Managing Safely – Activity code: ZLDHESMS01
 One week course over period. Provides participants with a broad understanding of accident prevention, various legal implications, workplace hazards and corresponding workplace precautions to reduce the risk to employees and various concepts that will help you as a manager deal with health and safety issues within the workplace.

Day & Dates	Times	Locator Numbers	Training Venue	Cost per place	Provider
28 September 2017 5, 12, 19 and 26 October 2017	9:00 am -4.00 pm	90776	Markham Vale Environment Centre	£100	In-house – John Pearce

Noise, HAVS and MH – Activity code: ZLDHESHA VS
 Provides participants with a better awareness of noise and vibration, simple ways to reduce the effects of both noise and vibration as well as useful, practical tips to move and handle inanimate loads safely

Day & Dates	Times	Locator Numbers	Training Venue	Cost per place	Provider
Thursday 7 September 2017	9.30 am – 12.30 pm	102304	Peter Webster Centre Art Room, Chesterfield	Fully funded	In-house – John Pearce
Friday 24 November 2017		102305	L&D Room 1, Parkwood Centre, Alfreton		

Operational Fire Risk Assessment – Activity code: ZLDHESFRA1

The Operational Fire Risk Assessment course is aimed at employees who have the responsibility or are involved in the process of carrying out Operational Fire Risk Assessments on DCC premises. The course outlines the duties of the 'Responsible Person' under The Regulatory Reform (Fire Safety) Order 2005 (RRO). The course also outlines fire precautions necessary to reduce the risk of fire.

Day & Dates	Times	Locator Numbers	Training Venue	Cost per place	Provider
Wednesday 17 May 2017	9.00 am – 4.00 pm	95282	*Markham Vale Environment Centre	*Cost of £20 per delegate	In-house – John Pearce
Thursday 9 November 2017		102322	*Markham Vale Environment Centre		

Personal Safety – Activity Code: ZLDHESPS01

Provides participants with a basic understanding of situational factors which could affect your personal safety, why people become aggressive, some practical diffusion techniques and some basic personal safety guidance for different situations.

Day & Dates	Times	Locator Numbers	Training Venue	Cost per place	Provider
Thursday 15 June 2017	9.00 am – 4.00 pm	95280	L&D Room 1, Parkwood Centre, Alfreton	Fully funded	In-house – John Pearce
Monday 17 July 2017		95281	Bolsover Library Meeting Room		
Thursday 14 September 2017		102306	Trading Standards Meeting Room		
Monday 30 October 2017		102307	Dove Holes BU County Suite		
Thursday 16 November 2017		102308	Trading Standards Meeting Room		

Work at Height – Activity Code: ZLDCHSWAH1

The course is aimed at employees who use stepladders or ladders to work at height. The course includes a brief guide to the Work at Height Regulations and how to use ladders and stepladders safely.

Day & Dates	Times	Locator Numbers	Training Venue	Cost per place	Provider
Friday 23 June 2017	9.30am – 12.30 pm	95270	Markham Vale Environment Centre	Fully funded apart from Markham Vale *Cost of £10 per delegate	In-house – John Pearce
Friday 21 July 2017		95269	Dove Holes Business Unit County Suite		
Thursday 24 August 2017		95268	L&D Room 1, Parkwood Centre, Alfreton		
Friday 15 September 2017		102309	Markham Vale Environment Centre		
Friday 13 October 2017		102310	Markham Vale Environment Centre		
Monday 27 November 2017		102311	L&D room 1, Parkwood Centre, Alfreton		
Monday 11 December 2017		102312	L&D Room 1, Parkwood Centre, Alfreton		

Working Safely – Activity code: ZLDHESWS01

Provides participants with a basic health and safety understanding as well as the significance of various hazards around the workplace and helps towards employees working more safely.

Day & Dates	Times	Locator Numbers	Training Venue	Cost per place	Provider
Wednesday 7 June 2017	9.00 am – 4.00 pm	95277	Trading Standards Meeting Room, Chatsworth Hall, Matlock	Fully funded apart from Markham Vale *Cost of £20 per delegate	In-house – John Pearce
Thursday 20 July 2017		95276	Markham Vale Environment Centre		
Tuesday 15 August 2017		95275	Dove Holes Business Unit County Suite		
Tuesday 26 September 2017		102318	Peter Webster Centre Group Work Room, Chesterfield		
Wednesday 18 October 2017		102319	Trading Standards Meeting Room, Chatsworth Hall, Matlock		
Thursday 30 November 2017		102320	Markham Vale Environment Centre		
Thursday 14 December 2017		102321	Trading Standards Meeting Room, Chatsworth Hall, Matlock		

Core Skills & Knowledge Section

ICT

Microsoft 2010 learning programme

Learning & Development contact for guidance on course content and appropriate levels:-

Mary Moore, CRD, HR Division. E-mail: mary.moore@derbyshire.gov.uk Tel: 01629 536925 Ext 36925

Target Audience

Employees who use Microsoft Excel or Word software at work.

Aims, Objectives, Pre-requisites and Learning Outcomes

Further details of course aims, objectives, pre-requisites and learning outcomes are published on this link:
http://dnet/working_for_us/Learning_and_Development/microsoft_office_training/course_outlines/default.asp

If training is required on other Microsoft 2010 software please contact Mary Moore for advice, information and guidance.

<p>Microsoft Excel 2010 Introduction Level 1 – Activity Code: ZLDICTME1B This is designed for employees who need to gain the necessary spreadsheet skills to create, edit, format, use simple formulae for calculations and print worksheets.</p>					
Day & Dates	Times	Locator Numbers	Training Venue	Cost per place	Provider
Thursday 15 June 2017	9.30 am – 4.30 pm	99506	Core Systems Training Room 2, Chatsworth Hall, Wellington Street, Matlock, Derbyshire. DE4 3GS	£60	Datrix/ Premier Partnership

Microsoft Excel 2010 Intermediate Level 2 – Activity Code: ZLDICTME10					
You will use advanced formulae and work with various tools to analyse data in spread sheets. You will also organise table data, present data as charts, and enhance the look and appeal of workbooks by adding graphical objects.					
Day & Dates	Times	Locator Numbers	Training Venue	Cost per place	Provider
Friday 16 June 2017	9.30 am – 4.30 pm	99507	Core Systems Training Room 2, Chatsworth Hall, Wellington Street, Matlock, Derbyshire. DE4 3GS	£60	Datrix/ Premier Partnership

Microsoft Excel 2010 Advanced Level 3 – Activity Code: ZLDICTME1A					
You will automate some common Excel tasks, apply advanced analysis techniques to more complex data sets, use pivot tables, collaborate on worksheets with others and share Excel data with other applications.					
Day & Dates	Times	Locator Numbers	Training Venue	Cost per place	Provider
Thursday 22 June 2017	9.30 am – 4.30 pm	99508	Core Systems Training Room 2, Chatsworth Hall, Wellington Street, Matlock, Derbyshire. DE4 3GS	£60	Datrix/ Premier Partnership

<p>Microsoft Word 2010 Introduction Level 1 – Activity Code: ZLDICTMW1B This is intended for employees who need to gain a basic knowledge of word processing. You will create, edit, and enhance documents.</p>					
Day & Dates	Times	Locator Numbers	Training Venue	Cost per place	Provider
Friday 23 June 2017	9.30 am – 4.30 pm	99509	Core Systems Training Room 2, Chatsworth Hall, Wellington Street, Matlock, Derbyshire. DE4 3GS	£60	Datrix/ Premier Partnership

<p>Microsoft Word 2010 Intermediate Level 2– Activity Code: ZLDICTMW10 This is designed for employees who can create and modify standard business documents in Microsoft Word 2010. You will create complex documents in Microsoft Office Word 2010 documents and build personalised efficiency tools such as; customised lists, tables, charts, and graphics.</p>					
Day & Dates	Times	Locator Numbers	Training Venue	Cost per place	Provider
Wednesday 28 June 2017	9.30 am – 4.30 pm	99510	Core Systems Training Room 2, Chatsworth Hall, Wellington Street, Matlock, Derbyshire. DE4 3GS	£60	Datrix/ Premier Partnership

<p>Microsoft Word 2010 Advanced Level 3– Activity Code: ZLDICTMW1A This is designed for employees who want to gain the skills necessary to manage long documents, collaborate with others and secure documents.</p>					
Day & Dates	Times	Locator Numbers	Training Venue	Cost per place	Provider
Wednesday 5 July 2017	9.30 am – 4.30 pm	99511	Core Systems Training Room 2, Chatsworth Hall, Wellington Street, Matlock, Derbyshire. DE4 3GS	£60	Datrix/ Premier Partnership

SAP WorkPlace Learning Opportunities for Employees and Managers



SAP WorkPlace e-learning courses

WorkPlace provides Employee Self Service (ESS), Manager Self Service (MSS) and BW Reports functionality to users. To assist you, in using WorkPlace, the following e-learning courses are available:

SAP WorkPlace e-learning courses

WorkPlace Employee Self Service (ESS) e-learning course

WorkPlace Manager Self Service (MSS) e-learning course

WorkPlace BW Reports e-learning course - for Managers who need to run HR, Finance or Procurement reports

Information about on how to access the WorkPlace e-learning courses are published on this link:

http://dnet/working_for_us/core_systems/training/workplace_elearning/default.asp

SAP WorkPlace Mini Guides

WorkPlace Employee & Manager mini guides are published on this link:

http://dnet/working_for_us/core_systems/guidance_documents/workplace/default.asp

BW Reports mini guides are published on this link: http://dnet/working_for_us/core_systems/bw_reports/default.asp

SAP WorkPlace Queries

Queries regarding WorkPlace Employee and Manager self-service should be e-mailed to pay@derbyshire.gov.uk

If you need to ring the HR Shared Services Centre (SSC) with a query please call: 01629 535119 and select the appropriate option.

Queries regarding WorkPlace BW Reports should be submitted on this link:

http://dnet/working_for_us/core_systems/bw_reports/bw-queries/default.asp

Core Skills & Knowledge Section

Personal Development

Learning & Development contact:

Aileen Hammerton, CRD HR Division, e-mail: aileen.hammerton@derbyshire.gov.uk Tel: 01629 536939 Ext: 36939

Further details about the content are provided on this link:

http://dnet/working_for_us/Learning_and_Development/courses/Course_Outlines/default.asp

<p>Applying for jobs – Activity code: ZLDNPPAJ01 To enable participants to develop skills and techniques for completing application forms and producing CVs.</p>					
Day & Dates	Times	Locator Numbers	Training Venue	Cost per place	Provider
TBC	9.30 am – 12.30 pm		Parkwood Centre, Alfreton	£30	DACES

<p>Assertiveness – Activity code: ZLDOTHAS02 This workshop will help to develop and practise techniques and skills to improve the confidence needed to achieve optimum performance in every interpersonal transaction.</p>					
Day & Dates	Times	Locator Numbers	Training Venue	Cost per place	Provider
Tuesday 16 May 2017	9.30 am – 4.00 pm	95308	Parkwood Centre, Alfreton	£60	DACES

British Sign Language (BSL) Level 1 Activity code: ZLDQBSL01

This qualification is designed to teach learners to communicate using British Sign Language on a range of topics that involve simple, everyday language use.

Pre-requisite essential requirements
 BSL competence standards include requirements for candidates to have sufficient sight, manual dexterity, facial and body movement to produce and receive BSL Level 1.

Application – use a Qualification training form which can be found on DNet.

Day & Dates	Times	Locator Numbers	Training Venue	Cost per place	Provider
30 weeks course. TBC			Alfreton Adult Community Education Centre		DACES

Briefing and presentation skills – Activity code: ZLDOTHBP03

This workshop will enable you to develop and demonstrate basic presentation skills, improving personal skills, confidence and awareness.

Day & Dates	Times	Locator Numbers	Training Venue	Cost per place	Provider
Tuesday 10 October 2017	9.30 am – 4.00 pm	95313	Parkwood Centre, Alfreton	£60	DACES

Facilitation skills – Activity code: ZLDMDVFS01 To enable participants to gain confidence and practical skills in order to support groups in discussions and decision making.					
Day & Dates	Times	Locator Numbers	Training Venue	Cost per place	Provider
Thursday 13 July 2017	9.30 am – 4.00 pm	95311	Parkwood Centre, Alfreton	£60	DACES

Get ahead in life and work!

Adult Community Education Service (DACES) is committed to providing everyone living and working in Derbyshire, including Derbyshire County Council employees, with courses in each area of the county to help everyone achieve their true potential in life and work.

DACES offer courses for a wide range of abilities in a huge range of subjects, many of which involve gaining qualifications. If you think your skills or qualifications are holding you back at work or stopping you from making a life change you want to make, why not take a look and see what is on offer in your area. You might be surprised at how much is on offer! You can find and book for courses online by visiting:

www.derbyshire.gov.uk/coursesearch

DACES run courses at 20 adult education centres and many more community venues around the county, including the following:

Brush up your English & Maths skills

- Functional Skills qualifications at Level 1 or Level 2 in English or Maths are FREE (Level 2 is equivalent standard to GCSE A* - C)
- DACES are also now offering 'A' level maths for the first time at two of their centres

Improve your Business and ICT skills

- iTQ Level 1 & 2
- ECDL Level 3
- Business Administration Level 1 and 2

More specialist qualifications

- Childcare - Supporting Teaching and Learning in Schools - Level 2 Certificate & Level 3 Diploma
- Childcare – Children and Young Peoples Workforce Certificate/ Diploma/ EYE (Levels 2 & 3)
- Level 3 Award and Level 4 Certificate in Education and Training (teaching in lifelong learning sector)
- Counselling skills – Level 2 Certificate & Level 3 Diploma
- Level 2 Practical and Theory Certificates in Horticulture
- Level 1 and 2 Certificates in Dry Stone Walling
- Food Safety in Catering
- First Aid at Work/ Emergency First Aid/Emergency First Aid/Paediatric First Aid/Outdoor First Aid

Developing yourself

- Study skills for higher education
- Be more assertive/ Improve your self-esteem/ Coping with stress/ Positive thinking through change

Plus a range of qualification and non-qualification courses in languages, arts and crafts, health and wellbeing, etc.

<p>Improving Communications – Activity code: ZLDICJDT01</p> <p>This workshop will enable you to understand and develop your communication skills. Using the Jigsaw Discovery Tool © this fun and interactive session will look at how dominant mind-sets influence how people react and think. It can be used with influencing, communication, team building and developing others. Come along and see what colour you are!</p>					
Day & Dates	Times	Locator Number	Training Venue	Cost per place	Provider
TBC	9.30 am – 1.00 pm		Parkwood Centre, Alfreton		

<p>Interview skills – Activity code: ZLDNPPIS01</p> <p>To enable participants to improve their confidence in interview situations and to practise their skills in a friendly and supportive environment.</p>					
Day & Dates	Times	Locator Numbers	Training Venue	Cost per place	Provider
TBC	13.30 pm – 4.30 pm		Parkwood Centre, Alfreton	£30	DACES

Minute and note taking – Activity code: ZLDOTHMN02

To show participants how to make appropriate concise minutes and notes that will be easy to read back and form an accurate record of a meeting using effective note taking techniques.

Day & Dates	Times	Locator Numbers	Training Venue	Cost per place	Provider
Wednesday 14 June 2017	9.30 am – 12.30 pm	95310	Parkwood Centre, Alfreton	£30	DACES

Pre-retirement – Activity code: ZLDPA4R001

The workshop encourages a positive and realistic approach to a financially secure retirement and helps delegates make informed choices about their retirement.

Suitability: Anyone, regardless of grade considering retirement within the next three years.

For more information please go onto DNet using the following link:

http://dnet/working_for_us/Learning_and_Development/courses/Course_Outlines/default.asp

Day & Dates	Times	Locator Numbers	Training Venue	Cost per place	Provider
Wednesday 10 May 2017	9.30 am – 4.00pm	93113	L&D Room 1, Parkwood Centre, Alfreton	Fully funded	Affinity Connect
Tuesday 6 June 2017		93114			
Wednesday 12 July 2017		93115			
Wednesday 13 September 2017		93116			



Springboard Women's Development Programme – Activity Code: ZLDSPR0984

In-house Springboard trainers: Aileen Hammerton, Karen Beeson, Mary Moore and Di Gee-Burch.

Four one day workshops need to be attended over a three month period. This programme includes a new updated workbook and covers a range of personal and job related issues. It is designed to help you know yourself, raise your profile, set goals, network and find support.

Days and dates	Times	Locator number	Training venue	Internal Cost	Provider
Spring workshop dates: <ul style="list-style-type: none"> • Tuesday 4 April 2017 • Tuesday 9 May 2017 • Tuesday 13 June 2017 • Tuesday 11 July 2017 	9.30 am – 4.00pm	94732	L&D room 1, Parkwood Centre, Alfreton DE55 7AL	£80	Aileen Hammerton Karen Beeson HR Division, Corporate Resources

Time Management – Activity code: ZLDOTHTM03

To help individuals plan effectively and prioritise confidently at work through a better understanding of how time management works and how their personal choices and beliefs play a part in how objectives can be achieved.

Day & Dates	Times	Locator Numbers	Training Venue	Cost per place	Provider
Thursday 28 September 2017	9.30 am – 4.00pm	95312	Parkwood Centre, Alfreton	£60	DACES

Women’s Lives – Activity code: ZLDWLUNI15

Women’s Lives is a women only course designed to build your confidence as well as help you to develop you to develop your study skills. It is exciting and fun as well as challenging!

For more information go onto DNet using the following link:
http://dnet/working_for_us/Learning_and_Development/courses/Course_Outlines/default.asp

Day & Dates	Times	Locator Numbers	Training Venue	Cost per place	Provider
TBC.	10.30-12.30pm (8 sessions)		Learning and Development room 1 or 2, Parkwood Centre, Alfreton DE55 7AL	Fully funded	Workers’ Educational Association

Core Skills & Knowledge Section

Policy & Practice

Learning & Development contact:

Aileen Hammerton, CRD HR Division, e-mail: aileen.hammerton@derbyshire.gov.uk Tel: 01629 536939 Ext: 36939

Access to Information Freedom of Information Act 200 and Environment Information Regulations 2004 – Activity code:ZLDATITLS1					
Provides an overview of the legislation including the type of request, applying exemptions, the public interest test and how to respond.					
Day & Dates	Times	Locator Numbers	Training Venue	Cost per place	Provider
TBC	10.00 am -11.30 am		Committee Room 1, County Hall, Matlock	Fully funded	In-house – Lucie Collard, Legal Services

Access to information Data protection Act 1998 including subject access requests – Activity code:ZLDATITLS1					
Includes definitions of personal and sensitive personal data, disclosure of personal data and dealing with subject access requests. Recent changes to legislation covered.					
Day & Dates	Times	Locator Numbers	Training Venue	Cost per place	Provider
TBC	11.30 am -12.30 pm		Committee Room 1, County Hall, Matlock	Fully funded	In-house – Lucie Collard, Legal Services

Customer Service - Putting People First (PPF) e-learning**Learning & Development contact:** Mary Moore**Target Audience:** Employees of the council who communicate with external or internal customers.

A Customer Service e-learning course has been developed that includes links to the council's Putting People First (PPF) charter. It can be accessed through the Derbyshire Learning Platform – Derbyshire Learning Online. The course consists of:

Part 1 – Introduction: Experiences and views on the importance of Customer Service in the public sector.

Part 2 – Standards: Provides links to the Institute of Customer Service that supports achieving excellent customer service.

Part 3 – Communication: Examines the skills needed to effectively fulfil a role in customer service.

A 'blended' learning approach, that used to include the provision of a facilitated half-day workshop, has been temporarily stopped pending a review of resources available for delivery.

Customer Service - Reception & Telephone Skills

Learning & Development contact: Aileen Hammerton

Target Audience: Employees of the council who work on Reception and/or deal with telephone calls.

More details about this workshop are published in the outline that is published on this link:-
http://dnet/working_for_us/Learning_and_Development/customer_service/default.asp

Reception & Telephone Skills – Activity code: ZLDCCTRP1 These workshops will enable employees to improve their Reception and telephone skills to create the right impression for Derbyshire County Council.					
Day & Dates	Times	Locator Numbers	Training Venue	Cost per place	Provider
Wednesday 17 May 2017	9.30 am – 4.00 pm	93408	Learning & Development Room 1 Parkwood Centre, Alfreton	£60	Premier Partnership
Wednesday 27 September 2017		93409			

Customer Service - Dealing with Difficult Behaviour

Learning & Development contact: Aileen Hammerton

Target Audience: Employees of the council who need to deal with difficult behaviour

More details about this workshop are published in the outline that is published on this link:-
http://dnet/working_for_us/Learning_and_Development/customer_service/default.asp

Dealing with Difficult Behaviour – Activity code: ZLDOTHAG01 These workshops will enable employees to deal with difficult behaviour in a variety of situations.					
Day & Dates	Times	Locator Numbers	Training Venue	Cost per place	Provider
Tuesday 4 July 2017	9.30 am – 4.00 pm	93411	Learning & Development Room 1 Parkwood Centre, Alfreton	£60	Premier Partnership
Wednesday 18 October 2017		93412			

Core Skills & Knowledge Section - Policy & Practice

Lesbian, Gay, Bisexual and Transgender (LGBT)

Learning & Development contact:

Aileen Hammerton, CRD HR Division, e-mail: aileen.hammerton@derbyshire.gov.uk Tel: 01629 536939 Ext: 36939

Further details about content are provided on this link:

http://dnet/working_for_us/Learning_and_Development/courses/Course_Outlines/default.asp

LGBT Awareness – Activity code: ZLDLGBT01					
Improve your awareness and understanding of the experiences and needs of the LGBT community and increase your confidence to engage with and work with the communities.					
Day & Dates	Times	Locator Numbers	Training Venue	Cost per place	Provider
Tuesday 18 July 2017	9.30am -1.00pm	95401	L&D Room 1, Parkwood Centre, Alfreton	Fully funded	In-house – Helen Sismey Children’s Services
Monday 25 September 2017		95404			
Thursday 7 December 2017		95402			
Thursday 15 March 2018		95403			

Core Skills & Knowledge Section - Policy & Practice

Practical Project Management

Learning & Development contact:

Aileen Hammerton, CRD HR Division, e-mail: aileen.hammerton@derbyshire.gov.uk Tel: 01629 536939 Ext: 36939

As Practical Project Management is funded by Change Management, bookings for Practical Project Management do **not** follow the usual procedure of enrolling through your Department’s training administrators. The ‘wait list’ for this course is held by Aileen Hammerton.

Practical Project Management – Activity code: ZLDOTHPP01					
This workshop will develop awareness and skills of project management from initial concept through to planning, implementation and review.					
Day & Dates	Times	Locator Numbers	Training Venue	Cost per place	Provider
Wednesday 7 June 2017	9.30 am – 4.00 pm	94714	Parkwood Centre, Alfreton	Fully funded	Premier Partnership
Tuesday 12 September 2017		94715			
Wednesday 6 December 2017		94716			

Core Skills & Knowledge Section - Policy & Practice

Records Management

Records Management Fundamentals					
This workshop will develop an awareness and understanding of the council’s records management policies and procedures. This will cover the management, storage, and disposal of council records. This course is applicable to staff at all levels of the organisation.					
Day & Dates	Times	Locator Numbers	Training Venue	Cost per place	Provider
Thursday 29 June 2017	10.00 am to 12 noon	102014	Derbyshire Record Office, New Street, Matlock	Fully funded	In-house David Jenkins, Corporate Records Manager
Thursday 28 September 2017		102015			
Tuesday 6 February 2018		102016			

Inbox Overload! Managing E-mail Records					
This workshop will develop an awareness and understanding of the best practice in managing email records. This will cover the creation of business emails, when and when not to use email, how and where to store emails, and when to dispose of emails. This course is applicable to staff at all levels of the organisation.					
Day & Dates	Times	Locator Numbers	Training Venue	Cost per place	Provider
Tuesday 9 May 2017	10.00 am to 12 noon	102010	Derbyshire Record Office, New St, Matlock	Fully funded	In-house David Jenkins, Corporate Records Manager
Thursday 24 August 2017		102011			
Thursday 2 November 2017		102012			
Tuesday 13 March 2018		102013			

EDRM

EDRM Basic End-User					
This practical workshop will help users of the EDRM system develop a basic understanding of the key functionality of the system. This course is applicable to staff at all levels of the organisation.					
Day & Dates	Times	Locator Numbers	Training Venue	Cost per place	Provider
Wednesday 10 May 2017	10.00 am to 12 noon	102270	Derbyshire Record Office, New Street, Matlock	Fully funded	In-house David Jenkins, Corporate Records Manager
Wednesday 12 July 2017		102271			
Further dates TBC					

EDRM Section Administrator					
This workshop will support EDRM Section Administrators in carrying out their role of supporting EDRM in their service area. This course is applicable for any EDRM Section Administrator either new or more experienced.					
Day & Dates	Times	Locator Numbers	Training Venue	Cost per place	Provider
Tuesday 8 June 2017	10.00 am to 12 noon	102272	Derbyshire Record Office, New St, Matlock	Fully funded	In-house David Jenkins, Corporate Records Manager
Thursday 20 July 2017		102273			
Further dates TBC					

EDRM Section Administrator Drop in sessions

In need of more specific support?

Afternoon drop in sessions will be available to provide 1:1 support to System Administrators. It is essential that these sessions are booked in advance. To do so please email david.jenkins@derbyshire.gov.uk or ruth.watts@derbyshire.gov.uk

Day & Dates	Times	Locator Numbers	Training Venue	Cost per place	Provider
Thursday 8 June 2017	2.00 to 2.30pm	N/A	Derbyshire Record Office, New Street, Matlock	Fully funded	In-house David Jenkins, Corporate Records Manager
Thursday 20 July 2017	2.30 to 3.00pm	N/A			
Further dates TBC	3.00 to 3,30pm				
	3.30 to 4.00pm				

Leadership & Management

The Derbyshire Manager

Spring Programme 2017

Learning & Development contact: Aileen Hammerton
aileen.hammerton@derbyshire.gov.uk Tel: 01629 536939

The Derbyshire Manager is a “Pick and Mix” selection of activities that focus on personal skills. These are complemented by e-learning and other procedural briefings. The combination means that you become confident in both the “what” and the “how” of being a manager in Derbyshire County Council.

Activities:

- Energisers – short, fast paced sessions, providing thinking space away from the job to re-focus and re-energise.
- Workshops – half day sessions that provide a bit more time to develop new approaches in areas of management you find challenging.
- E-learning – many of our sessions complement the e-learning on offer through our online Learning Platform – see our section earlier in this programme.

Levels: Most activities are offered at three levels;

- First Line Managers – those directly managing front line and back office staff.
- Middle Managers – those who manage first line managers, or have a project/partnership management role.
- Senior Managers – Members of the Leadership Job Family, i.e. grade 15 (or equivalent) or above.

All training is provided through our delivery partner – Premier Partnership and is centrally funded, however a charge may be made for non – attendance, late cancellation.

Energisers

Extraordinary You
 It starts with you! The purpose of this 2 hour session is to take the time to look a little closer at our own routines and behaviours and consider how well we connect with people in our teams.

Level	Day & Date	Time	Venue	Locator number
First Line Managers	TBC			
First Line Managers				
First Line Managers				
Middle Managers	TBC			

Make Your Mark
 Stand back – take a look. The purpose of this 2 hour session is to step back and consider how your team is seen by others. Is the value they add obvious, not just to you, but also your colleagues, partners, senior managers?

Level	Day & Date	Time	Venue	Locator number
First Line Managers	TBC			
First Line Managers				
Middle Managers	TBC			
Middle Managers				

Conversations that matter

Wait a minute! The purpose of this 2 hour session is to help you create and use that space between listening and responding. When everyone is different, knowing how to flex your communication style can help you achieve better outcomes from any conversation, particularly those that matter.

Level	Day & Date	Time	Venue	Locator number
First Line Managers	TBC			
First Line Managers				
First Line Managers				
Middle Managers	TBC			

Workshops:

Coaching Skills (Part 1 and 2 workshop)

Is it quicker to do it yourself than show someone else how to do it? Should you tackle low performance levels but don't know where to start?

These two short workshops provide an opportunity to develop the trust and confidence of your team members. Used as a day to day management technique you will raise productivity and morale within your team who will take greater personal ownership of their work.

Level	Day & Date	Time	Venue	Locator number
First Line Managers	TBC			
First Line Managers				
First Line Managers				
Middle Managers	TBC			

Making meetings more productive

We spend a lot of time in meetings, how much of that is productive time? Chairing meetings can be difficult, frustrating and at times, scary!

This workshop provides the opportunity to develop an approach to running meetings using positive behaviour to help your effectively chair, manage and engage attendees. Come and along and discuss your challenges.

Level	Day & Date	Time	Venue	Locator number
First Line Managers				
First Line Managers	Thursday 18 May 2017	13.30pm-16.30pm	Buxton Library	95207
First Line Managers	Thursday 25 May 2017	13.30pm-16.30pm	Room 366a, County Hall, County Hall, Matlock	95208
Middle Managers	TBC			

Money Matters

Money matters is designed to give you greater confidence to manage budgets and to spark ideas for further savings. It helps you to engage the whole team in thinking about how we can create greater value in the delivery of services.

Level	Day & Date	Time	Venue	Locator number
First Line Managers	TBC			
First Line Managers				
First Line Managers				
Middle Managers	TBC			

From Intention to Action

How can you support your team so that they leave work feeling satisfied that they have delivered a good level and standard of service? What stops you from tackling low performance levels and unproductive behaviours?

Level	Day & Date	Time	Venue	Locator number
First Line Managers				
First Line Managers				
First Line Managers	Thursday 18 May 2017	9.30am -12.30pm	Buxton Library	95216
Middle Managers				

Keep Talking

We know that communication during periods of major change is vital. We also know it's not as straight forward as it sounds. How prepared you are will affect your ability and confidence in communicating. Reaction to the change will affect how your messages are heard.

Level	Day & Date	Time	Venue	Locator number
First Line Managers		9.30am -12.30pm		
First Line Managers				
First Line Managers	Tuesday 23 May 2017	13.30pm-16.30pm	Buxton Library	95213
Middle Managers				

Navigator or Passenger?

As team manager it is important that you are able to keep an eye on what's coming. You need to access how changes might impact on your service and navigate the team to make the most of any opportunities and minimise the impact of potential difficulties.

Level	Day & Date	Time	Venue	Locator number
First Line Managers	TBC			
First Line Managers				
First Line Managers				
Middle Managers	TBC			

Political Awareness

Effective working with Councillors is key to the success of the Council. Managers need to understand the political environment and react appropriately and professionally. This workshop provides techniques to operate confidently in this environment.

Level	Day & Date	Time	Venue	Locator number