

Derbyshire Learning Programme 2019/20 for employees

Updated November 2019

Personal Development

Personal Development related training is available for both managers and employees.

The different courses we deliver are:

- Assertiveness
- Briefing and Presentation Skills
- Deaf Awareness
- Dealing with Difficult Behaviour
- Facilitation Skills
- Get that Job! - Essential interview and application skills
- Minute and Note Taking
- Pre-Retirement
- Customer Service – Reception and Telephone Skills
- Springboard – Women’s Development Programme
- Time Management
- Train the Trainer

If you want to discuss any aspect of our personal development training programme, please contact:

- Mary Moore (Learning and Development – Commissioning, Communities and Policy)
Telephone: 01629 536925
Email: mary.moore@derbyshire.gov.uk
- Nikki Wright (Derbyshire Adult Community Education Service / DACES courses)
Email: nikki.wright@derbyshire.gov.uk

‘On Demand’ or ‘bespoke’ courses for teams or specific groups of employees can be arranged on request.

Introduction

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

Communicating the Programme to Employees

Learning and Development contacts in Departments are requested to forward the programme on to managers and employees which is regularly updated to reflect new opportunities.

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.

How to Book

Departmental training applications, for internal events that are advertised in this programme, have now been replaced by the use of 'self-service' bookings made through Derbyshire Learning Online (DLO).

Derbyshire Learning Online (DLO) 'self-service'/'self-sign up' processes went 'live' on Tuesday 1 October 2019.

Guidance on how to use 'self-service' through DLO has been published on the council's external web site:

<https://www.derbyshire.gov.uk/working-for-us/careers-and-work-experience/learning-development/online-learning/derbyshire-learning-online.aspx>

Guidance can also be accessed via Service Desk Online or in the DLO (under 'FAQ's/Help').

Employees should now only use application forms for accessing external courses or seminars, Qualification Training (QT) or Apprenticeships for existing employees.

If you have any difficulties using the 'self-service' approach to 'sign-up' to internal courses or workshops please contact your departmental learning and development team for advice.

Adult Social Care & Health

Contact the Staff Education & Training Centre (SETC) at Ripley.
Reception: 01629 531496 or
Val Winson, Admin Office: 01629 531388 or
Denise Mackey, Senior HR Consultant: 01629 531434 as appropriate.

Children's Services

Admin: Christian Smith, Ext 32818
Claire Austin, HR Consultant, Ext 32053 based at John Hadfield House or
Lisa Buxton, Senior HR Consultant, Ext 31478 based at Denby or
Joanne Davidson Ext 36559 (Catering Development Officer) based at Chatsworth Hall,
Matlock, as appropriate.

Commissioning, Communities and Policy (CCP)

Admin: Charlie Greaves Ext 39273 or
Chris Mills, HR Consultant, Ext 36971 or
Ian McFadyen, Senior HR Consultant, Ext 36241, who are all based at County Hall, as
appropriate

Economy, Transport and Environment (ETE)

Admin: Lorna Morgan-Smith Ext 38529 or
Lisa Hardy, HR Consultant, Ext 38121

Late 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 your event or course. 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 are provided on learning events. If it is not possible for employees to purchase drinks or food at the training venue we recommend that participants bring their own packed lunches and refreshments with them.

Assertiveness

Assertiveness is much more than a set of techniques, it is about the way that you think, feel and behave. This workshop helps participants to practice assertiveness techniques within a safe and supportive environment leaving them more confident to deal with others in their everyday lives.

Date	Time	Training Venue	Cost per place	Provider
Monday 9 March 2020	9.30am – 4pm	Meeting Room 1, The Hub, South Normanton	£60.00	Marjolein Roerhorst - DACES

Briefing and Presentation Skills

This workshop is designed to enable learners to develop and demonstrate basic presentation skills, improving personal skills, confidence and awareness. The programme includes a series of talks, video clips, discussions and practical activities through which individuals are able to address their specific concerns about presenting.

Date	Time	Training Venue	Cost per place	Provider
Friday 24 April 2020	9.30am - 4.00pm	Meeting Room 1, The Hub, South Normanton	£60.00	Elly Odom & Nikki Wright - DACES

Deaf Awareness

If you have never met a deaf person before or perhaps you work with deaf customers / clients / colleagues and you feel you are not sure how to approach them or communicate with them, this course introduces you to basic level knowledge and understanding about deaf awareness, what it means to be deaf, what can be done to improve access for deaf people in society as well as a few basic but very useful British Sign Language (BSL) skills.

Date	Time	Training Venue	Cost per place	Provider
TBA – May 2020	Half day	TBA	£30.00	Amanda Elkin-Caunt DACES

Dealing with Difficult Behaviour

This is a half day workshop for any employee who has communication with external and internal customers or service users, to raise awareness of the challenges caused for customers and staff during difficult communications. Participants will work in a friendly and informal group to discuss difficult behaviours in a variety of situations and appropriate ways to deal with these.

Date	Time	Training Venue	Cost per place	Provider
TBA – May 2020	Half day	TBA	£30.00	Marjolein Roerhorst - DACES

Facilitation Skills

This workshop is designed to develop participants' facilitation skills, and their confidence in facilitating groups. You will come away with an increased understanding of how and why groups work and recognise the importance of your role as a facilitator in managing the group dynamics.

Date	Time	Training Venue	Cost per place	Provider
Thursday 30 January 2020	9.30am – 4.00pm	Meeting Room 1, The Hub, South Normanton	£60.00	Jane Hawley & Rosie Brown - DACES

Get That Job! Essential interview and application skills

This is a workshop for people wishing to develop their skills and techniques in applying for jobs, and increasing their skills and confidence in interviews. Participants will work in a friendly and informal group to prepare for applications and interviews. This will include considering their own skills and preparing and practising responses to commonly asked questions.

Date	Time	Training Venue	Cost per place	Provider
TBA – May 2020	9.30am – 4.00pm	TBA	£60.00	Elly Odom - DACES

Minute and Note Taking

A practically based workshop which covers the procedural aspect of minute and note taking, the use and importance of minutes and notes, as well as practical skills training. It will help people improve their skills in listening and summarising as well as accurate recording and formatting. It will ensure key decisions and actions can be identified and extracted.

Date	Time	Training Venue	Cost per place	Provider
Friday 6 December 2019	9.30am – 1.00pm	Meeting Room 1, The Hub, South Normanton	£30.00	Elly Odom - DACES
Tuesday 31 March 2020	9.30am – 1.00pm	Meeting Room 1, The Hub, South Normanton	£30.00	Elly Odom - DACES

Planning Ahead for Retirement

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

Suitability: Any employees, regardless of grade, considering retirement within the next three years. It is useful to employees who wish to learn about long term financial planning for their future.

Date	Time	Training Venue	Cost per place	Provider
19 November 2019	9.30 am – 3.30 pm	Parkwood Centre, Alfreton, Training Room 1	No Charge – fully funded	Affinity Connect
29 January 2020				
26 February 2020				
24 March 2020				
23 April 2020				
27 May 2020				
16 September 2020				
21 October 2020				
24 November 2020				

Customer Service – Reception and Telephone Skills

This is a half day workshop for any employee who has communication with external and internal customers or service users. Participants will discuss and practice reception and telephone skills to create the right impression for Derbyshire County Council and a good customer service experience for its service users.

Date	Time	Training Venue	Cost per place	Provider
TBA – May 2020	9.30pm-12.30pm	TBA	£30.00	DACES

Springboard – Women’s Development Programme

There are four action packed one day sessions spread over a three month period. This programme includes a best-selling workbook to keep 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.

Dates of the course	Time	Training Venue	Cost per place	Provider
Workshop 3 or 4 Tuesday 19 November 2019	9.30 am - 4.30 pm (latest finish time)	Members’ Room, County Hall, Matlock	£80.00	‘In-house’ licensed trainers Mary Moore & Di Gee-Burch from Commissioning, Communities and Policy Department
Workshop 4 of 4 Wednesday 11 December 2019		Members’ Room, County Hall, Matlock		

Time Management

This workshop is designed to help participants 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.

Date	Time	Training Venue	Cost per place	Provider
Thursday 5 March 2020	9.30am – 4.00pm	Meeting Room 1, The Hub, South Normanton	£60.00	Elly Odom - DACES

Train The Trainer

This workshop is designed to enable employees to learn and practice a range of training delivery methods and develop a simple course outline for a piece of training that they wish to deliver. Pre-course reading materials will be e-mailed to participants with the joining instructions.

Date	Time	Training Venue	Cost per place	Provider
Monday 27 January 2020	9.30am – 4pm	Meeting Room 1, The Hub, South Normanton	£60.00	Elly Odom & Marjolein Roerhorst - DACES