



January to March 2020: Programme of Events

Training for those Managing Staff

For further information click on section header

Communication Skills for ADR	14/01/2020	Tue	10:00-12:00	Conf Rm 3
Recruitment & Selection	23/01/2020	Thu	10:00-12:00	Conf Rm 3
Interviewing Skills	27/01/2020	Mon	14:00-16:00	Conf Rm 3
Supporting Attendance at Work	04/02/2020	Tue	13:00-16:30	Conf Rm 3
Motivation to Improve Performance	05/03/2020	Thu	14:00-16:00	Conf Rm 3
Managing Performance Improvement	10/03/2020	Tue	14:00-16:00	Conf Rm 3
Supporting Attendance at Work	18/03/2020	Wed	14:00-16:00	Conf Rm 3
Developing Resilience	19/03/2020	Thu	10:00-12:00	Conf Rm 3
Mentally Healthy Workplace	23/03/2020	Mon	13:00-16:15	Conf Rm 3

Training for All Employees

Presentation Skills	09/01/2020	Thu	09:30-16:30	Conf Rm 3
Council Structure Awareness	05/02/2020	Wed	10:30-12:00	Conf Rm 3
Mentally Healthy Workplace (Session 1)	06/02/2020	Thu	14:30-16:00	Conf Rm 3
Managing Positive Relationships at Work	18/02/2020	Tue	14:30-16:00	Conf Rm 3
Assertive Behaviour at Work	24/02/2020	Mon	14:00-16:00	Conf Rm 3
Dealing with Sensitive Conversations	28/02/2020	Fri	13:30-15:15	Conf Rm 3
Stress-Less	02/03/2020	Mon	14:30-16:00	Conf Rm 3
Mentally Healthy Workplace (Session 2)	03/03/2020	Tue	14:30-16:00	Conf Rm 3
Pre-Retirement course	09/03/2020	Mon	09:30-15:30	Conf Rm 3
Writing Reports for Committee	11/03/2020	Wed	14:30-16:00	Conf Rm 3
Preparation for Interview	12/03/2020	Thu	14:00-16:00	Conf Rm 3
Fish: Extra-Ordinary Customer Service	24/03/2020	Tue	14:30-16:00	Conf Rm 3
Introduction to Project Management	25/03/2020	Wed	10:00-12:00	Conf Rm 3
Stress-Less	27/03/2020	Fri	13:45-15:15	Conf Rm 3
Dealing with Sensitive Conversations	31/03/2020	Tue	10:15-12:00	Conf Rm 3



All sessions will take place in the Civic Centre, Livingston.

Corporate Services: Workforce Management

Other Learning Opportunities.

The Council intranet:

[Mytoolkit](#) is where you will find HR policies, procedures, FAQs and relevant forms.

Need help with Microsoft packages....

The [Microsoft support website](#) gives easy to follow step by step instructions.

Have you heard of.....?

[Ted Talks](#), "Ideas worth Spreading" cover a range of subjects e.g. Why we do what we do, The power of motivation, How to make stress your friend

Please see below for a note of all the events that we can deliver (subject to demand).

- Are you a Manager, Leader or Both?
- Action Learning Sets
- Assertiveness
- Council Structure Awareness
- Conducting Workplace Investigations
- Delivering Tough Messages
- Empowerment
- Fish Extra-Ordinary Customer Service
- How to use Projectors in Civic Centre
- Introduction to Equality and Diversity
- Job Evaluation
- Making Change Happen
- Managing Change
- Managing Positive Relationships at Work
- Motivation
- Personal Safety Awareness
- Pre-Retirement Course
- Presenting Reports to Committees
- Recruitment & Selection
- Stress-Less
- Why Men Don't Listen & Women Can't Read Maps
- 6 Thinking Hats
- Workforce Planning
- Introduction to Coaching
- Dealing with Sensitive Conversations
- Writing Reports for Committee
- Discipline & Grievance
- Equality Impact Assessment
- Giving and Receiving Feedback
- Interviewing Skills
- Introduction to Project Management
- Leading Through Change
- Managing Attendance
- Managing Performance Improvement
- Minute Taking
- Partnership Working
- Preparation for Interview
- Presentation Skills
- Communication Skills for ADR
- Situational Leadership
- Time Management
- Officers working with outside bodies
- Standing Orders
- Lessons on Leadership

Don't worry if your session is not being delivered this time around as you can have your name added to the appropriate waiting list!

Moreover, can't find what you are looking for? Contact us (see details below) and we can discuss your requirements.

To book a place or any enquiries e-mail: learn2develop@westlothian.gov.uk or telephone. 01506 281410

Training for those Managing Staff

Title	Information	Objectives	Competency Theme	Associated Training
Communication Skills for ADR	Aimed at managers undertaking ADR with staff	<ul style="list-style-type: none"> • Understand the process and forms • How to conduct a performance review meeting incorporating feedback, questioning listening and summarising skills 	<ul style="list-style-type: none"> • Motivating & Supporting People • Communicating & Influencing 	<ul style="list-style-type: none"> • Giving and Receiving Feedback • Motivation to Improve Performance
Developing Resilience	This session is to help understand that everyone experiences problems from time to time and that resilience is about working through challenging times	<ul style="list-style-type: none"> • Understand what resilience means and why it is important • Determine how resilient you are and how you can strengthen your resolve 	<ul style="list-style-type: none"> • Motivating & Supporting People 	<ul style="list-style-type: none"> • Supporting Attendance at Work • Mentally Healthy Workplace • Stress-Less
Interviewing Skills	Questioning and listening skills in job interviews to gather information to select the right candidate	<ul style="list-style-type: none"> • Plan & prepare for an interview • Structure questions, organise timings & administer a successful interview • Gather information to select the right candidate • Complete the required paper work • Start the induction process 	<ul style="list-style-type: none"> • Leading • Delivering Effective Outcomes 	<ul style="list-style-type: none"> • Recruitment and Selection • Giving & Receiving Feedback
Managing Performance	To improve working		<ul style="list-style-type: none"> • Leading 	<ul style="list-style-type: none"> • Giving and Receiving

Improvement	relationships and enable Managers to tackle employee performance issues in an appropriate and timely manner.	<ul style="list-style-type: none"> • Recognise when action is to be taken • Identify how issues can be most appropriately addressed; • Engage a variety of skills to enable them to approach staff whose performance or behaviour is a concern 	<ul style="list-style-type: none"> • Delivering Effective Outcomes 	<p>Feedback</p> <ul style="list-style-type: none"> • Dealing with Sensitive Conversations
Mentally Healthy Workplace for Managers	Effect of Attitudes and Environment Common symptoms, Stress & Recovery	<ul style="list-style-type: none"> • Identify the key factors that contribute to a mentally healthy workplace • Give managers a broad understanding of mental health in the workplace • Ensure managers are aware of their responsibilities in relation to health and wellbeing • Improve managers skills and confidence in dealing with mental health in the workplace 	<ul style="list-style-type: none"> • Motivating & Supporting People 	<ul style="list-style-type: none"> • Stress-Less
Motivation to Improve Performance	Understand what motivates people and how this can be applied in the workplace	Discuss needs, hygiene & motivational factor. Identify motivational methods which could be used in your team	<ul style="list-style-type: none"> • Motivating & Supporting People • Communicating & Influencing 	<ul style="list-style-type: none"> • Managing Performance Improvement • Dealing with Sensitive Conversations
Recruitment and Selection	An overview of the recruitment and selection process	<ul style="list-style-type: none"> • Describe key pieces of legislation • Identify essential and desirable criteria • Choose the appropriate selection method(s) • Select the right 	<ul style="list-style-type: none"> • Leading • Delivering Effective Outcomes 	<ul style="list-style-type: none"> • Interviewing Skills • Giving & Receiving Feedback

		candidate(s) for interview <ul style="list-style-type: none"> • Begin the interview process 		
Supporting Attendance at Work	This session is designed to give new and existing managers an overview of the Supporting Attendance at Work Policy. There is also an informal question and answer session	The session covers: monitoring periods, template letters, reasonable adjustments, managers discretions etc.	<ul style="list-style-type: none"> • Leading • Delivering Effective Outcomes 	<ul style="list-style-type: none"> • Discipline and Grievance Procedures • Communication Skills for ADR • Mentally Healthy Workplace • Giving and Receiving Feedback

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Training for All Employees

Title	Information	Objectives	Competency Theme	Associated Training
Assertive Behaviour at Work	Skills to become more assertive	This session will help you understand the difference between aggressive, passive and assertive behaviour. You will discover techniques on how to become assertive and discuss ways on how to apply this knowledge at work and at home.	<ul style="list-style-type: none"> • Communicating & Influencing • Working Together 	<ul style="list-style-type: none"> • Managing Positive Relationships at Work • Giving & Receiving Feedback
Council Structure Awareness	Become more familiar with how the council is structured.	Develop an understanding on how decisions are made from a political and committee point of view.	<ul style="list-style-type: none"> • Delivering Effective Outcomes • Job Knowledge and Skills 	<ul style="list-style-type: none"> • Presenting Reports to Committee • Writing Reports for Committee
Dealing with Sensitive Conversations	To increase and enhance participants awareness and knowledge of how to manage sensitive conversations.	By the end of this session, participants should have a clear understanding of. <ul style="list-style-type: none"> ▪ What is a difficult/sensitive conversation ▪ How to prepare for the conversation ▪ The skills required for dealing with a sensitive situation ▪ A framework for having sensitive conversations with others 	<ul style="list-style-type: none"> • Working Together • Communicating & Influencing 	<ul style="list-style-type: none"> • Giving & Receiving Feedback • Assertive Behaviour at Work • Managing Performance Improvement • Introduction to Coaching
Fish: Extra Ordinary Customer Service	Fish is a way to build stronger relationships that equip you to face your challenges more effectively.	A practical session to help you create the work culture you have been looking for.	<ul style="list-style-type: none"> • Service & Customer Focus 	<ul style="list-style-type: none"> • Empowerment • Motivation to Improve Performance • Who Moved My Cheese? • Managing Change

Introduction to Project Management	Provides a practical step by step guide for anyone setting up, managing or contributing to a small project.	<ul style="list-style-type: none"> • Define what we mean by project working and how it differs from the day job • Determine a structured approach to managing projects • Understand the terms and processes used in small projects • Use simple planning & progress measuring tools 	<ul style="list-style-type: none"> • Delivering Effective Outcomes • Job Knowledge and Skills 	<ul style="list-style-type: none"> • Time Management • Managing Change • Making Change Happen • Who Moved My Cheese? • Action Learning Sets • Empowerment
Managing Positive Relationships at Work	During this session, we will specifically identify 4 different examples of difficult behaviours as well as a variety of techniques to respond to these difficult behaviours.	<p>The 4 difficult behaviours are:</p> <ul style="list-style-type: none"> • Lack of sensitivity • Negativity • Aggressive behaviour • Indecisive people 	<ul style="list-style-type: none"> • Working Together 	<ul style="list-style-type: none"> • Fish • Assertive Behaviour at Work • Dealing with Sensitive Conversations
Mentally Healthy Workplace for Employees (Session 1)	Effect of Attitudes and Environment	<p>By the end of the session, participants will be able to:</p> <ul style="list-style-type: none"> • Define mental health • Understand the significance of mental health issues within the workplace • Identify the key factors that contribute to a mentally healthy workplace. 	<ul style="list-style-type: none"> • Working Together 	<ul style="list-style-type: none"> • Stress-Less • Assertive Behaviour at Work • Developing Resilience
Mentally Healthy Workplace for Employees (Session 2)	Common symptoms, Stress & Recovery	<p>By the end of the session, participants will be able to:</p> <ul style="list-style-type: none"> • Recognise significant changes in colleagues behaviour • Discuss the effects of stress within the workplace • Identify specific 	<ul style="list-style-type: none"> • Working Together 	<ul style="list-style-type: none"> • Stress-Less • Assertive Behaviour at Work • Developing Resilience

		resources that are available to help promote a mentally healthy workplace		
Preparation For Interview	How to develop interview skills so that staff are equipped to apply for other roles	<ul style="list-style-type: none"> • How to prepare a good personal statement • The importance of making a good first impression • Strategies to give you confidence when preparing for an interview 	<ul style="list-style-type: none"> • Communicating & Influencing 	<ul style="list-style-type: none"> • Assertive Behaviour at Work • Motivation to Improve Performance
Presentation Skills	How to deliver better presentations	<ul style="list-style-type: none"> • Understand the basics of preparation, structure & delivery of presentations • Describe the main factors which contribute to a successful presentation • Deliver presentations with reduced stress and increased confidence • Practice giving a short presentation on a topic of your own choice 	<ul style="list-style-type: none"> • Delivering Effective Outcomes • Communicating & Influencing 	<ul style="list-style-type: none"> • Giving & Receiving Feedback • Introduction to Coaching • Assertiveness Motivation

Stress-Less	For staff or managers to recognise and deal with stress	Understand what stress is and learn tools/coping strategies on how to deal with stress.	<ul style="list-style-type: none"> • Working Together 	<ul style="list-style-type: none"> • Supporting Attendance at Work • Giving & Receiving Feedback • Dealing with Sensitive Conversations • Developing Resilience
Writing Reports for Committee	Enable consistency of report writing throughout the council	Ensure Elected Members and other recipients can easily identify and understand the information and implications contained in the reports	<ul style="list-style-type: none"> • Delivering Effective Outcomes • Job Knowledge and Skills 	<ul style="list-style-type: none"> • Presenting Reports to Committee • Council Structure Awareness

Pre-Retirement --- See *Planning a Positive Retirement* below

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pre-retirement.

Length of course: 1 day

Summary: To encourage a positive and realistic approach to a financially secure retirement and help delegates make informed choices about their retirement.

Suitability: Anyone, regardless of grade considering retirement within the next eighteen months

Course objectives:

- Changes in your lifestyle and options available to build a new way of life
- Choices you need to make about your occupational pension before you leave
- Where you can expect income from and how it is taxed differently in retirement
- What different savings and investments can do for you
- Why increased life expectancy escalates the dangers of inflation and how to combat it
- How to ensure your estate is passed to your intended beneficiaries
- How to deal with long term care costs and inheritance tax
- Understand your next steps & where you can receive further guidance & advice

Course structure

Changes to your lifestyle*

- What does retirement mean for you?
- What work gives you?
- Changes in the use of your time
- Making the most out of retirement

When can I retire?

- Expenditure in retirement
- Can you afford to retire?
- Changing income needs

State pension & benefits

- State pension ages
- The new state pension
- Other age related benefits

Workplace pensions

- Defined Benefit schemes
- Defined Contribution schemes
- Retirement ages
- Choices on retirement

Inflation

- How inflation can erode the value of money
- Life expectancy

Savings & investments

- Risk and return

Personal taxation

- Income tax
- Personal savings allowance
- Tax free dividend allowance
- Capital gains tax
- ISAs

Estate planning

- Inheritance tax
- Wills and intestacy
- Lasting Power of attorney

Long term care

- Financial assessment

