

Human Resources People Development Team

# Development Opportunities



savilleconsulting



STRONG HERITAGE | STRONG FUTURE  
**RHONDDA CYNON TAF**  
TREFTADAETH GADARN | DYFODOL SICR



**"The illiterate of the 21st century will not be those who cannot read and write, but those who cannot learn, unlearn, and relearn."**

*Alvin Toffler*

## Foreword

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The People Development Team are excited to announce their Learning and Development Programme.

The development opportunities outlined in this booklet form the basis of activities designed to support you, our colleagues during this period. All staff are encouraged to participate fully in their continuing learning and development and to avail themselves of the opportunities afforded to them.

Should you be interested in booking onto any of the sessions or if you are unable to see a particular course that you may be interested in, please do not hesitate to contact the team on:

**01443 424174**

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# Management Development Opportunities

*"It's what you learn after you know it all that counts."*

*Harry S. Truman*

## Absence Management Training

The course will provide managers with an understanding of the application of the sickness absence policy, from monitoring and recording sickness absence through to carrying out a return to work interview.

### Objectives:

By the end of the workshop delegates will be able to:

- Understand the sickness absence policy
- Understand their role in reducing sickness absence
- Understand the mechanisms for dealing with frequent and intermittent absence
- Understand the process for recording and monitoring absence
- Understand occupational health's role in dealing with sickness absence
- Understand how to carry out return to work interviews and welfare visits
- Understand requirements under the Equality Act

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**Course Duration: 1 day (09.30 – 16.30)**

**Course Cost: £20 per delegate**

**Min/Max No Delegates: 6 – 12 delegates**

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## Building the Team

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The day is aimed at helping the team recognise their own potential and rousing them to want to be the very best team that they can be.

### Objectives

The objectives of the workshop will vary according to the needs of the specific team. Elements of past workshops have included:

- The definition of the word team
- Identifying what the team is – and isn't
- Understanding what teams are for and how the contributions of individual team members create effective teams
- Appreciating the stages in team building
- Developing action plans for improving a team's performance

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**Course Duration: 1 day (09.30 – 16.30)**

**Course Cost: £20 per delegate**

**Min/Max No Delegates: 6 – 12 delegates**

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## Chairing and Meeting Skills

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There is an old joke that meetings are an alternative to work... This course aims to enable participants to recognise that meetings are indeed a fact of life, and that they can sometimes be seen as a waste of valuable time, inconclusive and frustrating because they have been badly organised and poorly chaired. This session is designed to give delegates an insight to enable them to perform effectively within meetings, paying specific attention to the role of the Chair.

### Objectives

By the end of the workshop delegates will be able to:

- Recognise the difference between formal and informal meetings
- Identify roles and responsibilities within meetings
- Understand the 5 step process leading to effective chairing:
  1. Plan
  2. Inform
  3. Prepare
  4. Structure and Control
  5. Summarise and Record
- Overcome problems that may occur in meetings
- Identify what needs to be done post meeting

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**Course Duration: 3 hours (½ day)**

**Course Cost: £10 per delegate**

**Min/Max No Delegates: 6 – 12 delegates**

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## Charing Disciplinary Hearings

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In your role as a manager you will on occasion have to conduct disciplinary meetings with staff. Your ability to handle this meeting effectively and produce good positive outcomes is essential.

### Objectives

By the end of the workshop delegates will be able to:

- Understand the structure of the formal disciplinary hearing
- Ensure that disciplinary hearings are adequately prepared for by both parties
- Your responsibilities at each stage of the hearing
- Understand the legal implications involved in not meeting your responsibilities strictly

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**Course Duration: 3 hours (½ day)**

**Course Cost: £10 per delegate**

**Min/Max No Delegates: 6 – 12 delegates**

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## Delegation Skills

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This course is designed to help people working under pressure in hectic work environments to manage their time proactively: to work smarter – not harder – and achieve better results and greater satisfaction.

### Objectives

By the end of the workshop delegates will be able to:

- Clarify key objectives, priorities and responsibilities
- Recognise and deal with barriers
- Identify benefits of delegation
- Build better working relationships

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**Course Duration: 3 hours (½ day)**

**Course Cost: £10 per delegate**

**Min/Max No Delegates: 6 – 12 delegates**

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## Developing Enhanced Performance

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This workshop has been designed to support senior managers in RCT to more effectively develop the performance of others and manage challenging performance conversations with confidence.

### Objectives

By the end of the workshop delegates will be able to:

- Build internal management capacity and growing skills that directly translate into day-to-day performance development practices
- Use the skills, knowledge and confidence to develop excellent performance and effectively manage challenge from others
- Increase individual ownership of personal learning
- Enhance the value of performance discussions by dispelling myths that currently constrain discussions
- Demonstrably achieve an excellent return on investment through the delivery of the key priorities in the authority's business plan

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**Course Duration: 2 days (09.30 – 16.30)**

**Course Cost: £400 per delegate**

**Min/Max No Delegates: 6 – 12 delegates**

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## Discipline & Grievance

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This session provides practical guidance to managers on the statutory requirements relating to discipline and grievance issues, enabling the manager to operate procedurally and with confidence.

The impact of dealing with the discipline situation is recognised, and the session presents a strategy for the manager in controlling difficult interactions on a day-to-day basis.

### Objectives

By the end of the workshop delegates will be able to:

- Demonstrate an understanding of the roles and responsibilities of the manager within the Discipline and Grievance Procedures
- Provide an overview of the disciplinary process
- Distinguish between conduct and capability
- Identify methods of remedial action available to the manager
- Provide an overview of the Capability Procedure
- Outline a strategy for managing difficult people on a daily basis
- Outline the key components of PIDA (Whistleblowing)

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**Course Duration: 1 day (09.30 – 16.30)**

**Course Cost: £20 per delegate**

**Min/Max No Delegates: 6 – 12 delegates**

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## Feedback & Action Planning

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In your role as a supervisor of staff, you will be required to take staff through the Council's Performance Review. There are many skills required of you as a manager to undertake this task successfully.

By building your skills and learning what your role in this performance review is, you will quickly be able to ensure that all objectives of your staff, team and Council are achieved.

### Objectives

By the end of the workshop delegates will be able to:

- Explain how the objectives of the Council and its staff are linked through effective performance management.
- Manage performance effectively through the review process.
- Use your role as a manager to achieve these objectives.
- Use your 'toolbox' of skills to manage the entire process from inception through to ongoing review of staff.

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**Course Duration: 2 days (09.30 – 16.30)**

**Course Cost: Free**

**Min/Max No Delegates: 6 – 12 delegates**

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## **ILM Level Three Award in First Line Management**

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The ILM Award aims to give practicing supervisors or first line managers the foundation for their formal development in this role. It may also be suitable for those who will be moving into this kind of role in the near future. The qualification develops basic management skills and assists participants to gain the basic knowledge required at this level.

### **Structure and Content**

- Short ILM induction lasting 1 hour.
- Five units: -
  1. Introduction to Leadership
  2. Understanding Change in the Workplace
  3. Managing Performance
  4. Building a Team
  5. Solving Problems and Making Decisions
- Two hours of tutorial support.

### **Assessment**

- Two work-based assignments of no less than 1000 words, set by ILM.
- Three "Reflective Reviews" on key learning points covered in the units.

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**Course Duration: 5½ days**

**Course Cost: £150 per delegate**

**Min/Max No Delegates: 6 – 12 delegates**

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***Rhondda Cynon Taf Council is an ILM Approved Centre.***



## **ILM Level 3 Award in Workplace Coaching for Team Leaders and First Line Managers**

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The ILM Certificate in Coaching aims to provide candidates with an understanding of coaching and its role in improving team members' performance and develops candidates' skill to perform effectively as workplace coaches.

### **Structure & Content**

- 4 trained days
- 12 hours Coaching experience
- Introduction to the ILM and the Qualification
- Defining "Coaching"
- Developing the business case
- Looking at learning theories
- The Dimensions of Helping
- Developing a toolbox of skills
- Setting Goals & Objectives
- The GROW model
- Recording
- Assignment workshop
- Epilogue

### **Assessment**

- A Work Based Assignment
- A coaching diary, recording their personal development, their coaching practice and their reflections on that practice

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**Course Duration: 4 days**

**Course Cost: £150 per delegate**

**Min/Max No Delegates: 6 – 12 delegates**

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***Rhondda Cynon Taf Council is an ILM Approved Centre.***

## **ILM LEVEL 5 Certificate in Coaching and Mentoring in Management**

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The ILM Certificate in Coaching and Mentoring aims to enable candidates to understand how coaching and mentoring can improve performance and support individuals to develop themselves and their careers. Candidates will develop their skills needed to perform effectively as coaches and mentors and to help them develop suitable processes and protocols to support an effective coaching or mentoring programme.

### **Structure & Content**

- 4 trained days
- 12 hours Coaching experience

### **Assessment**

- A Work Based Assignment
- A coaching/mentoring diary, recording their personal development, their coaching practice and their reflections on that practice

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**Course Duration: 4 days**

**Course Cost: £260 per delegate**

**Min/Max No Delegates: 6 – 12 delegates**

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***Rhondda Cynon Taf Council is an ILM Approved Centre.***

## Performance Management

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To outline the key elements of Performance Management in the Council.

### Objectives

By the end of the workshop delegates will be able to:

- Outline the policies and procedures which support Performance Management within the Council
- Describe the key elements of the Performance Management Framework (Planning Framework, Measurement Framework & Continuous Improvement Framework)
- Conduct an audit of current Local Indicators, considering usefulness and the availability of accurate information
- Use current management information to identify trends in performance
- Outline the Performance Plus process

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**Course Duration: 1 day (09.30 – 16.30)**

**Course Cost: £20 per delegate**

**Min/Max No Delegates: 6 – 12 delegates**

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## Problem Solving & Decision Making

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The ability for a manager to solve problems and make decisions is vital. This course will take you through the entire process from initial analysis of the problem through to making sound decisions. Learn how to think creatively and use problem solving techniques to get to the root cause of the problem.

### Objectives

By the end of the workshop delegates will be able to:

- Recognise existence, nature and scope of a problem
- Identify relevant objectives
- Identify options for resolving the problem
- Evaluate effectiveness of options
- Recommend optimum solution within circumstances
- Monitor and review chosen solution to ensure objectives achieved

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**Course Duration: 1 day (09.30 – 16.30)**

**Course Cost: £20 per delegate**

**Min/Max No Delegates: 6 – 12 delegates**

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## Recruitment & Selection

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This two-day course is designed to enable managers to operate procedurally in their recruitment practice, to help them secure the right person for the right job and to ensure consistency of practice across the Council.

### Objectives

By the end of the workshop delegates will be able to:

- Review the current role
- Construct a Competency-based Person Specification
- Prepare and conduct a Competency-based interview with confidence
- Demonstrate the ability to use a scoring matrix to assess candidate suitability
- Identify the key legislation impacting on recruitment practice

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**Course Duration: 2 days (09.30 – 16.30)**

**Course Cost: £35 per delegate**

**Min/Max No Delegates: 6 – 12 delegates**

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# Generic Development Opportunities

**“Learning is like rowing upstream:  
not to advance is to drop back.”**

*Chinese Proverb*

## **A.L.E.R.T.S.**

**(Assess, Listen Actively, Empathise, Re-frame, Trouble-shoot, Satisfy)**

Delegates explore the definition of workplace violence, looking at the types of behaviour that are covered within the legal definition and how the impact of violence & aggression within the workplace affects the individual, the organisation and the team.

### Objectives

By the end of the workshop delegates will be able to:

- Understand their own personal ‘hot spots’ and the situations they would find difficult to deal with
- Understand the Conflict Fire Model used by the NHS, which identifies the triggers to violent and aggressive behaviour and the ways in which they can be eliminated or controlled
- Know how to use the A.L.E.R.T.S. strategy of dealing with aggressive customers
- Understand the expectations of the employee within a violent situation and be able to emphasise the importance of safeguarding personal safety and record actual and potential future events

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**Course Duration: 1 day (09.30 – 16.30)**

**Course Cost: £20 per delegate**

**Min/Max No of Delegates: 6 – 12 delegates**

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## Assertiveness Skills

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In your role you have to balance the needs and interests of colleagues, managers, external partners and residents of the community. Your ability to communicate your position and successfully discuss solutions is essential to our success.

By building your assertiveness skills, you will become increasingly confident and assertive in achieving more win/win solutions.

### Objectives

By the end of the workshop delegates will be able to:

- Identify what assertiveness is and what it isn't.
- Explain how to assert yourself.
- Describe how assertiveness can make a difference in the workplace.
- Increase self-confidence.

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**Course Duration: 3 hours (½ day)**

**Course Cost: £10 per delegate**

**Min/Max No Delegates: 6 – 12 delegates**

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## Conflict Management

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To enable participants to recognise that conflict is inevitable and that it can be healthy when it is appropriately managed; and to develop skills and techniques for managing conflict effectively, also to achieve positive outcomes, rather than to prevent conflict.

### Objectives

By the end of the workshop delegates will be able to:

- Explain causes of conflict
- Help individuals check their own conflict resolution styles
- Describe five conflict management styles
- Identify resolution techniques (core skills)

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**Course Duration: 3 hours (½ day)**

**Course Cost: £10 per delegate**

**Min/Max No Delegates: 6 – 12 delegates**

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## Dealing with Difficult Customers

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This course recognises that when dealing with customers, we must achieve a difficult but crucial balance – keep the customer happy whilst ensuring that Organisational targets are met. This session will empower participants to identify and manage potential conflict in a constructive manner, thus achieving this end.

### Objectives

By the end of the workshop delegates will be able to:

- Identify triggers to conflict behaviour
- Recognise inhibitors to conflict
- Use the 6 Stage A.L.E.R.T.S. process to deal with conflict situations effectively
- Identify 'Emotional First Aid' methods, which can be of benefit following stressful incidents

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**Course Duration: 1 day (09.30 – 16.30)**

**Course Cost: £20 per delegate**

**Min/Max No Delegates: 6 – 12 delegates**

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## **Influencing and Negotiation Skills**

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Working within Rhondda Cynon Taf, our ability to communicate our interests and successfully negotiate solutions to sensitive circumstances is pivotal to our success.

By developing your negotiation skills, you will become increasingly confident and assertive in achieving more win/win solutions.

There are many decisions that you will have to make in your role within the Council. Some of these issues you will agree with and others you may have to use influencing skills so that other people can agree with your thinking. This course will give you some basic skills on how to influence people in many situations.

### **Objectives**

By the end of the workshop delegates will be able to:

- Explain and apply the principles of negotiation
- Recognise the importance of non-verbal communication and social skills in effective communication
- Know when and how to accept the opinions, values and will of others
- Work to achieve a win-win situation
- Use selling skills in order to influence people
- Use everyday skills in influencing

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**Course Duration: 1 day (09.30- 16.30)**

**Course Cost: £20 per delegate**

**Min/Max No Delegates: 6 – 12 delegates**

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## Influencing Skills

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There are many decisions that you will have to make in your role within the Council. Some of these issues you will agree with and others you may have to use influencing skills so that other people can agree with your thinking. This course will give you some basic skills on how to influence people in many situations.

### Objectives

By the end of the workshop delegates will be able to:

- Use selling skills in order to influence people
- Use everyday skills in influencing

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**Course Duration: 3 hours (1/2 day)**

**Course Cost: £10 per delegate**

**Min/Max No Delegates: 6 – 12 delegates**

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## Interview Skills Training

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To enable you to plan and prepare for an effective recruitment interview.

### Objectives

By the end of the workshop delegates will be able to:

- Understand what a competency-based interview is
- How to plan and prepare for an interview
- How to research the job and the organisation
- How to answer questions in the correct format
- Ask appropriate questions
- Handle yourself in a confident way

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**Course Duration – 3 hours (1/2 day)**

**Course Cost: £10 per person**

**Min/Max No Delegates: 6 – 12 delegates**

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## Interview Presentation Skills

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Presentations are increasingly being used as an assessment method in recruitment and selection interviews. The ability to present yourself effectively and set yourself apart from other candidates is a very worthwhile skill to have. This session will help you develop these skills to allow you to approach the interview presentation with confidence.

### Objectives

By the end of the workshop delegates will be able to:

- Plan and prepare for an effective interview presentation
- Structure a presentation for maximum impact
- Prepare and use cue cards/notes
- Use rapport to your advantage
- Deal with presentation nerves effectively
- Deliver a presentation that has impact

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**Course Duration: 3 hours (1/2 day)**

**Course Cost: £10 per delegate**

**Min/Max No Delegates: 6 – 12 delegates**

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## Minute Taking

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Minutes made easy is a half-day training session where through the use of minute taking and speed writing techniques and exercises we look to achieve the following objectives

### Objectives

By the end of the workshop delegates will be able to:

- Save time and produce professional, well-structured and accurate minutes
- Identify and overcome obstacles to effective listening and enhance concentration, listening and note-taking skills
- Utilise essential note-taking techniques adopted by experienced note-takers
- Identify the relevant and key points from a meeting and know what information does not need to be included

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**Course Duration: 3 hours (½ day)**

**Course Cost: £10 per delegate**

**Min/Max No Delegates: 6 – 12 delegates**

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## Negotiation Skills

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Working within the Council, our ability to communicate our interests and successfully negotiate solutions to sensitive circumstances is pivotal to our success.

By developing your negotiation skills, you will become increasingly confident and assertive in achieving more win/win solutions.

### Objectives

By the end of the workshop delegates will be able to:

- Explain and apply the principles of negotiation
- Recognise the importance of non-verbal communication and social skills in effective communication
- Know when and how to accept the opinions, values and will of others
- Work to achieve a win/win situation

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**Course Duration: 3 hours (½ day)**

**Course Cost: £10 per delegate**

**Min/Max No Delegates: 6 – 12 delegates**

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## Presentation Skills

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A course that will provide you with some worthwhile skills to help you present; looking at planning and preparing for your presentation; using your voice to its best effect; using powerful openings and closings and dealing with questions and objections.

### Objectives

By the end of the workshop delegates will be able to:

- Prepare and structure a presentation
- Prepare your notes, cue cards etc.
- Identify visual aids and equipment needed
- Gain an understanding of the importance of non-verbal communication
- Build rapport with your audience
- Handle presentation nerves more effectively
- Manage difficult delegates

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**Course Duration: 1 day (09.30 – 16.30)**

**Course Cost: £20 per delegate**

**Min/Max No Delegates: 6 – 12 delegates**

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## PRINCE2 Foundation Course

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The PRINCE2® Foundation course is designed to provide delegates with a working understanding of the PRINCE2 structured project management method. It will enable delegates to use the method when working within a PRINCE2 project and to pass the PRINCE2 Foundation examination.

The PRINCE2 Foundation course is inclusive of colour courseware, examinations, post course tutor support, and pass guarantee.

The course covers the full PRINCE2 syllabus and therefore equips delegates not just to take the Foundation examination, but also to understand the broad range of PRINCE2's principles, key themes, processes and techniques. The aim during the course is to achieve an effective balance between exam success and the need for skills transfer.

Delegates are required to undertake preliminary study of a Pre-Course Workbook. Further self-study is also expected during the evenings of each course day.

### Objectives

By the end of the workshop delegates will be able to:

- Describe the characteristics of a project and appreciate why projects need to be managed
- Describe the benefits of using PRINCE2 as a project management methodology
- Demonstrate their knowledge understanding of the elements of PRINCE2
- Assess their own projects in respect to what they have learnt
- Return to their own projects and apply the concepts and techniques learnt

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**Course Duration: 3 days including 1 hour, 75 question multiple choice PRINCE2 Foundation Examination.**

**Course Cost: £550**

**Min/Max No Delegates: Minimum 12 delegates**

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## Project Management

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This training is designed to help people to recognise the skills required in effective Project Management.

It is targeted at people who have no knowledge or experience of Project Management, giving a platform for further development.

### Objectives

By the end of the workshop delegates will be able to:

- Explain what is meant by Project Management
- Understand the four Key Stages of Project Management:
  1. Defining/Scoping
  2. Planning
  3. Implementation
  4. Completion and Evaluation
- Identify Common Pitfalls
- Utilise the tools used in Project Management:
  - Force Field Analysis
  - Gantt Charts
  - Critical Path Analysis

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**Course Duration: 3 hours (1/2 day)**

**Course Cost: £10 per delegate**

**Min/Max No Delegates: 6 – 12 delegates**

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## Report Writing

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To help you decide on the most appropriate format for written communication and to enable you to write and present reports appropriately to stimulate action.

### Objectives

By the end of the workshop delegates will be able to:

- Recognise the value of the written word
- Select the most appropriate format for effective written communication
- Identify objectives and users of a project report
- Collect information for use in a report
- Plan the structure, making appropriate use of visual and statistical material.
- Produce effective written communication, which responds to requests for information/generates actions, using an appropriate tone and level of language

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**Course Duration: 3 hours (1/2 day)**

**Course Cost: £10 per delegate**

**Min/Max No Delegates: 6 – 12 delegates**

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## Speed Reading Skills

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The necessary task of digesting the huge amounts of paperwork can steal valuable time from your workday.

Speed-reading is an excellent solution; this course will help you increase your reading speed by between three and five times with practice.

### Objectives

By the end of the workshop delegates will be able to:

- Identify their current reading speed
- Demonstrate an improved reading speed of up to 100% within the session
- Demonstrate 4 speed-reading techniques
- Use the techniques and exercises at home to further develop speed reading ability

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**Course Duration: 3 hours (½ day)**

**Course Cost: £10 per delegate**

**Min/Max No Delegates: 6 – 12 delegates**

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## Stress Awareness

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To raise awareness of handling stress and provide knowledge of techniques that may be employed in order to minimise stress in the workplace.

### Objectives

By the end of the workshop delegates will be able to:

- Define stress
- Identify potential causes of stress in the workplace and home
- Be aware of typical symptoms of stress
- Determine a number of techniques, which may be used to minimise stress in the workplace

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**Course Duration: 3 hours (½ day)**

**Course Cost: £10 per delegate**

**Min/Max No Delegates: 6 – 12 delegates**

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## Stress Management

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To raise awareness of the costs of stress and to provide knowledge of the legal position of Rhondda Cynon Taf Council. To be able to identify possible causes and effects of stress and provide managers with a framework for managing stress.

### Objectives

By the end of the workshop delegates will be able to:

- Know why managing workplace stress is important
- Identify sources of employees' stress
- Recognise typical early symptoms of stress in the workplace
- Implement control measures
- Understand the framework to managing stress in the workplace

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**Course duration: 3 hours (1/2 day)**

**Course cost: £10.00 per delegate**

**Min/Max No Delegates: 6 – 12 delegates**

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## Telephony Training

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The ability to communicate in a prompt, friendly and professional manner is essential to creating the right impression and getting your message across. The ability to provide good telephone customer service is vital, if the Council is to achieve both its community and business plans. This course will enable you to develop or refresh the techniques and skills to make and take calls effectively.

### Objectives

By the end of the workshop delegates will be able to:

- Ensure staff are fully aware of the Council's Customer Care Charter and how it contributes to the Community Plan
- Identify behaviours that help and hinder customer service
- Identify and overcome the barriers that exist when using the telephone as a communication tool
- Equip staff with the knowledge and skills to enable them to deal more effectively with customers via the telephone
- Improve efficiency, enhancing individual and the Council's overall performance

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**Course Duration: 3 hours (½ day)**

**Course Cost: £10 per delegate**

**Min/Max No Delegates: 6 – 12 delegates**

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## Time Management

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The aim of the session is to provide delegates with a tool kit of techniques, which will facilitate time management.

### Objectives

By the end of the workshop delegates will be able to:

- Agree appropriate objectives
- Recognise the importance of effective time management to achieve objectives
- Estimate the duration of tasks
- Plan activities with constraints
- Identify and minimise interruptions to planned work
- Monitor use of own and team's time and review progress

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**Course Duration: 3 hours (1/2 day)**

**Course Cost: £10 per delegate**

**Min/Max No Delegates: 6 – 12 delegates**

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# ICT Development Opportunities

“Learning is a lifetime process, but there comes a time when we must stop adding and start updating.”

*Robert Brault*

## Introduction to Spreadsheets – Agored Cymru – 1 day

Level: One

Credit Value: One

Cost: £20.00

Learning Outcomes	Assessment Criteria
The learner should be able to:	The learner has achieved this outcome because they can:
1. Create and save a spreadsheet	1.1. Start up a spreadsheet package 1.2. Enter text and numbers in a spreadsheet 1.3. Edit text and numbers 1.4. Widen columns where necessary
2. Use simple formulae for calculations	2.1. Use formulae to achieve simple calculations
3. Use formatting facilities for text and number	3.1 Change number format 3.2 Change alignment.
4. Save and print a spreadsheet	4.1 Save and name spreadsheet 4.2 Change orientation if necessary 4.1 Print spreadsheet



**The above course covers the same criteria as an Excel Introduction course**

## Producing More Complex Spreadsheets – Agored Cymru – 1 day

Level: Two

Credit Value: One

Cost: £20.00

Learning Outcomes	Assessment Criteria
The learner should be able to:	The learner has achieved this outcome because they can:
1. Use multiple worksheets	1.1. Set up a spreadsheet for a given purpose using more than one worksheet 1.2. Name worksheets 1.3. Insert/delete worksheets 1.4. Use copy and paste facility between worksheets 1.1. Link cells between worksheets
2. Use complex formulae and functions	2.1. Use at least two different formulae which require a combination of at least two of the operations +, -, *, / 2.2. Use at least two functions other than SUM (e.g. AVERAGE, MIN, MAX, COUNT) 2.3. Use a formula where absolute cell references are required
3. Create and use a template	3.1. Ensure spreadsheet is suitable for template use (cell blanked where appropriate) Save a spreadsheet as a template 3.3. Use template to create spreadsheet
4. Print worksheets	4.1. Print worksheet, selection or whole workbook

# Using a Database Package – Agored Cymru – 1 day

Level: One

Credit Value: One

Cost: £20.00

Learning Outcomes	Assessment Criteria
The learner should be able to:	The learner has achieved this outcome because they can:
1. Edit records in a database	1.1. Open an existing database and access table 1.2. Add records into the table 1.3. Use a form edit data in a record 1.4. Delete a record 1.5. Save the database
2. Use database facilities.	2.1 Filter records 2.2 Use simple sort 2.3 Carry out searches on one criterion
3. Print from a database.	3.1. Print a record from a form 3.2. Print the result from a search

## Basic Computer Skills

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This course is for individuals who are new to computers or for those who would like to gain a better knowledge and understanding in how to use them.

### Objectives:

**By the end of the course, delegates will:**

Be able to use all aspects of basic computer skills and knowledge, and to gain more confidence and practice. This course is designed to incorporate the facilities of 'An Introduction to PCs and Windows Introduction' courses.

### Content

- Introduction and Basic Terminology
- Explanation of Hardware and Software
- Input, Output and Storage
- Logging In
- Windows Environment
- Using the Mouse
- Opening Programs
- Minimise, Maximise, Restore and Close
- Resizing and Moving
- My Computer
- Using the Keyboard
- Creating and Saving Documents
- Creating a Simple Filing Structure
- Printing a Document

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**Course Duration: 1 day (09.30 – 16.00)**

**Course Cost: Free**

**Min/Max No Delegates: 4-8 delegates**

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## Access Introduction

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This course is for individuals who have little or no experience of Access. It is a prerequisite that attendees have a working knowledge of the Windows environment and have attended at least a Word Introduction course.

### Objectives

By the end of the workshop delegates will be able to:

Provide a basic knowledge and understanding of databases. On completion of the course, individuals should be able to: create a database, carry out queries and compile reports, print out and save work for future use.

### Content

- Database Concepts
- Creating a Database
- Creating a Table Structure
- Editing Data in Tables
- Joining Tables
- Finding and Sorting Records
- Amending Data in Tables
- Filtering Data
- Creating and Running Queries
- Creating and Modifying Forms
- Creating a Report
- Maintaining a Database
- Using Office Links

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**Course Duration – 1 day (09.30 – 16.00)**

**Course Cost: Free**

**Min/Max No Delegates: 4 – 8 delegates**

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## Access Intermediate

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This course is for individuals who are already using Access or have attended an Introduction course and understand the basics of the package and wish to extend their knowledge.

### Objectives

This course is to extend working knowledge and skills and to work on more complex databases.

**On completion of the course, individuals should be able to:**

Interchange data between Access, Excel using Import, Export and Office Links; gain understanding of Action and Parameter queries, create buttons and Macros to open and close forms efficiently and effectively; generate a Switchboard to add and search for information using the Switchboard Manager.

### Content

- Revision – Getting to know the database
- Changing the Structure
- Field Properties – Adding Fields
- Lookup Wizard
- Relationships
- Validation Rule
- Interchanging Data with Office Applications using Office Links
- Queries to include Mail Merge
- Parameter Queries
- Action Queries
- Forms and Sub Forms
- Assigning Buttons
- Macros
- Switchboard

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**Course Duration: 2 days (09.30 – 16.00)**

**Course Cost: Free**

**Min/Max No Delegates: 4-8 delegates**

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## Excel Introduction

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This course is for individuals who have little or no experience of Excel. It is a prerequisite that attendees have a working knowledge of the Windows environment and have attended at least a Word Introduction course.

### Objectives

This course is to provide a basic knowledge and understanding of spreadsheets.

**On completion of the course, individuals should be able to:**  
Compile spreadsheets and charts quickly and efficiently; print out their work and save it for future use.

### Content

- Creating a Spreadsheet
- Workbook Layout
- Using Autofill
- Entering and Saving Data
- Editing, Copying and Moving Data
- Using Simple Formulae
- Spreadsheet Mathematics
- Autosum
- Absolute Addressing
- Using Functions
- Sorting and Filtering Data
- Formatting Data
- Printing and Print Preview
- Creating a Default Chart

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**Course Duration: 1 day (09.30 – 16.00)**

**Course Cost: Free**

**Min/Max No Delegates: 4 – 8 delegates**

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## Excel Intermediate

---

This course is for individuals who are already using Excel or have attended an Introduction course and therefore understand the basics of the package and wish to extend their knowledge.

### Objectives

This course is to extend knowledge and skills.

**On completion of the course, individuals should be able to:**

Compile more complex spreadsheets and charts and link worksheets for future use.

### Content

- Formatting, Inserting, Deleting and Naming Worksheets
- Inserting and Copying Formulas
- Linking Multiple Worksheets
- Creating Graphs and Charts
- Different Views
- Filtering Data
- Functions
- Conditional Formatting
- Comments and Paste Special
- Merging

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**Course Duration: 1 day (09.30 – 16.00)**

**Course Cost: Free**

**Min/Max No Delegates: 4 – 8 delegates**

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## Excel Advanced

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This course is for individuals who are more experienced using Excel or, for those who have attended an Intermediate course and therefore understand more than just the basics of the package and wish to extend their knowledge even further.

### Objectives

This course is to extend knowledge and skills.

**On completion of the course, individuals should be able to:**

Compile more complex spreadsheets and charts and link worksheets; use filters and functions for future use. Also gain experience of learning the IF and VLOOKUP Functions; introducing Pivot Tables, Macros, Protecting Cells, Validation Rules and Concatenation.

### Content

- Linking and Graphs
- Filtering
- Functions
- The IF Functions
- Introduction to VLOOKUP Function
- Pivot Tables
- Macros
- Protecting Cells
- Validation Rules
- Concatenation

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**Course Duration:** 1½ days (Day 1: 09.30 – 16.00)  
(Day 2: 09.30 – 13.00)

**Course Cost:** Free

**Min/Max No Delegates:** 4 – 8 delegates

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## Outlook Introduction – E-mail

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This course is for individuals who have access to the Council's E-mail system being used in conjunction with Internet Explorer. It is a prerequisite that attendees have a working knowledge of the Windows environment and have attended at least a Word Introduction course.

### Objectives

To introduce users to the features of the package and provide an opportunity to practice within a training environment.

**On completion of the course, individuals should be able to:**

Navigate around the system, send and receive mail items, create contacts and use mailing options.

### Content

- Introduction and Navigation
- Reading a Mail Message
- Reply and Reply to All
- Creating a New Mail Message
- Recall and Resend
- Auto Signature
- The Office Assistant
- Formatting a Mail Message
- Using Stationery
- Using Options
- Sent Items
- Drafts
- Creating Contacts
- Deleting Items

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**Course Duration:** ½ day (09.30 – 13.00)

**Course Cost:** Free

**Min/Max No Delegates:** 4 – 8 delegates

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## Outlook Intermediate

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This course is for individuals who would like to learn some of the additional facilities within Outlook. It is a prerequisite that attendees have already attended an E-mail course or are familiar with the Outlook environment.

### Objectives

To be able to using flagging options for reminders and follow-ups, creating folders and hyperlinks. Creating and sending attachments. Using calendar, tasks, notes and distribution lists and the use of the Out of Office Assistant.

### Content

- Hyperlinks
- Attachments
- Using the Flagging Facilities
- Folders
- Calendar – Appointments, Events
- Labels and Categories
- Notes
- Creating Tasks
- Using the Out of Office Assistant
- Creating Distribution Lists

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**Course Duration:** ½ day (09.30 – 13.00)

**Course Cost:** Free

**Min/Max No Delegates:** 4 – 8 delegates

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## Outlook Advanced

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This course is for individuals who would like to learn the remaining facilities of Outlook. It is a prerequisite that attendees have already attended an E-mail course or Intermediate course, or for those who are familiar with the Outlook environment.

### Objectives

To be able to set-up and change folder and delegate permissions, schedule meetings/appointments and recurring; use tasks, setting up the rules wizard, using find and organiser; changing the default settings.

### Content

- Revision
- Using and Navigating the Calendar
- Creating Appointments/Recurring
- Creating Events
- Scheduling a Meeting
- Printing Appointments
- Changing Folder Permissions
- Changing Delegate Permissions
- Sending Messages on Behalf of
- Scheduling and Assigning Tasks
- Using the Rules Wizard
- Using Advanced Find

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**Course Duration:** ½ day (09.30 - 13.00)

**Course Cost:** Free

**Min/Max No Delegates:** 4 – 8 delegates

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## PowerPoint Introduction

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This course is for individuals who have little or no experience of PowerPoint. It is a prerequisite that attendees have a working knowledge of the Windows environment and have attended a Word Introduction course.

### Objectives

To provide the necessary skills needed to create and run a basic presentation, which could include text, bulleted lists, picture objects and organisational charts.

**On completion of the course, individuals should be able to:**

Create a presentation, inserting various objects onto a slide, add transition and animation effects in order to run a slide show.

### Content

- Create a Presentation
- Apply a Design Template
- Running a Slide Show
- Inserting Slides from Files
- Annotations
- Adding Transition to Slides
- Hide Slides
- Insert Headers and Footers
- Print Overview
- Adding Animation Effects
- Insert and Manipulate ClipArt Objects
- Create an Organisational Chart
- Charts and Graphs
- Insert Speakers Notes

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**Course Duration: 2 days (09.30 – 16.00)**

**Course Cost: Free**

**Min/Max No Delegates: 4 – 8 delegates**

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## Word Introduction

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This course is for individuals who have little or no experience of using Word. It is a prerequisite that attendees have a working knowledge of the Windows environment.

### Objectives

To provide a basic working knowledge and understanding of the Word processing package.

**On completion of the course, individuals should be able to:** create, edit, format documents such as letters and memos, use simple tabulation, bullets and numbering, print out and save work for future use.

### Content

- Introduction & Navigation
- Creating a New Document
- Spell Check
- Saving Documents
- Selecting and Formatting Text
- Undo and Redo
- Printing Overview
- Format Painter
- Using Views
- Inserting Page Breaks
- Headers and Footers
- Cut, Copy and Paste
- Margins
- Tabulation
- Bullets and Numbering
- AutoCorrect and AutoText
- File Management

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**Course Duration: 2 days (09.30 – 16.00)**

**Course Cost: Free**

**Min/Max No Delegates: 4 – 8 delegates**

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## Word Intermediate

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This course is for individuals who are already using Word or have attended an Introduction course and therefore understand the basic concepts of Word Processing.

### Objectives

To extend knowledge and skills and to work on more complex documents.

**On completion of the course, individuals should be able to:** create, edit and format more complex documents, create and use Tables more effectively and use Formulas within Tables; use the WordArt and ClipArt tools; create and modify styles; combining several files to link into generating a Table of Contents and Page Numbering, using the Find and Replace facility more effectively.

### Content

- Creating Tables
- Converting
- Using Table AutoFormat
- Using Formulae in a Table
- Using WordArt and ClipArt
- Creating Templates
- Mail Merge
- Inserting Styles
- Combining Files
- Generating a Table of Contents
- Inserting Page Numbers
- Using Find and Replace

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**Course Duration: 2 days (09.30 – 16.00)**

**Course Cost: Free**

**Min/Max No Delegates: 4 – 8 delegates**

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# Bespoke Development Opportunities

**“The strength of the team is each individual member  
...the strength of each member is the team.”**

*Coach Phil Jackson, Chicago Bulls*

## **Bespoke Team Development**

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The day is designed to help the team recognise their own potential, give them tools and techniques to enhance relationships and team effectiveness, and to rouse them to want to be the very best team that they can be.

### **Objectives**

The objectives of the workshop will vary according to the needs of the specific team. Elements of past workshops have included:

- Understanding others and working together more effectively
- Identifying the differences between a team and a group
- Identifying team roles and why we need a balance
- Appreciating the stages in team building and how to move forward
- Building trust in the team
- Identifying where improvements can be made in the team and developing solutions to move forward
- Communicating effectively
- The Five Dysfunctions of a Team
- Identifying the “team type” and team preferences

If MBTI or Psychometric testing tools are used, there will be an additional charge per person.

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**Course Duration: 1 day (09.30 – 16.30)**

**Course Cost: £50.00 per course**

**Number of Delegates: 8 – 16 delegates**

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## Myers-Briggs Type Indicator

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The MBTI questionnaire provides a highly insightful framework for individual and group development, provoking self-awareness by looking at how a person perceives the world and how they prefer to interact with others. The MBTI tool sorts individuals into 'types' so that they can identify how they are different to other people, and how they can improve their working and personal relationships in a positive and constructive way.

### The constructive use of differences

Because the MBTI tool provides a common language for appreciating our individual differences, many organisations use it as a tool for both staff and team development. The tool can be useful to enable employees to safely explore their understanding of themselves and why they do things in a particular way, and also to understand the way their colleagues do things. This encourages deeper awareness within teams and can foster understanding and appreciation in working relationships.

The MBTI indicator is based on the work of Carl Jung's personality theories. It describes differences positively: there is no better or worse, and each type has strengths and areas for development. The indicator is based on 20 years of detailed research, and most of the 4,000 research papers on the indicator support its validity and reliability.

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**For further information, please contact:**

- Rachel Davies on 01443 424097
  - Ceris Wilson-Jones on 01443 424067
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## Saville Psychometric Testing

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Psychometric testing is a useful tool for personality profiling or for testing ability. It can be used to identify and assess needs and put in place development programmes to enable individuals to meet the ongoing needs of the organisation.

Additionally the tool can be used for recruitment and selection, career development, succession planning and formulation of teams.

### Saville Wave

Saville Consulting Wave© provides an in-depth view of strengths and gaps for individual, leadership or team development. It can help maximise performance and potential through an accurate and powerful assessment of the of Motive, Talent, Competency Potential and Preferred Work Culture

### Objectives

By the end of the workshop delegates will:

- Receive a easy to read report
- Be offered feedback on the report
- Be aware of strengths and development areas
- Gain a rounded insight of their individual profile

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**Course Duration: 3 hours (½ day)**

**Cost £75.00**

**Min/Max No Delegates: 1 per feedback session.**

**Questionnaire completed online.**

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## Saville Aptitude Testing

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Aptitude testing is a useful tool for assessing verbal, numerical or diagrammatic reasoning abilities. Tests consist of multiple-choice questions to be completed within a time limit. The test result is then compared to that of a norm group, this provides insight into the aforementioned areas.

The tool can be used for recruitment and selection, career development. Additionally, it can be used to identify and assess needs and put in place development programmes to enable individuals to meet the ongoing needs of the organisation.

### Saville Wave

Saville Consulting Swift Analysis Aptitude is designed for use with managers, directors, professionals, technicians and graduates. The assessment measures critical reasoning through short verbal, numerical and diagrammatic sub-tests and is suitable for all high-level roles.

### Objectives

By the end of the workshop delegates will:

- Have an unique identification of aptitude in the areas of verbal, numerical and diagrammatic reasoning
- Receive a copy of the Swift Analysis profile with scores
- Be given tips on improving abilities

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**Course Duration: Test completion 40mins, Feedback 30mins**

**Cost: £25.00**

**Min/Max No Delegates: 1 per feedback session.**

**Questionnaire completed individually**

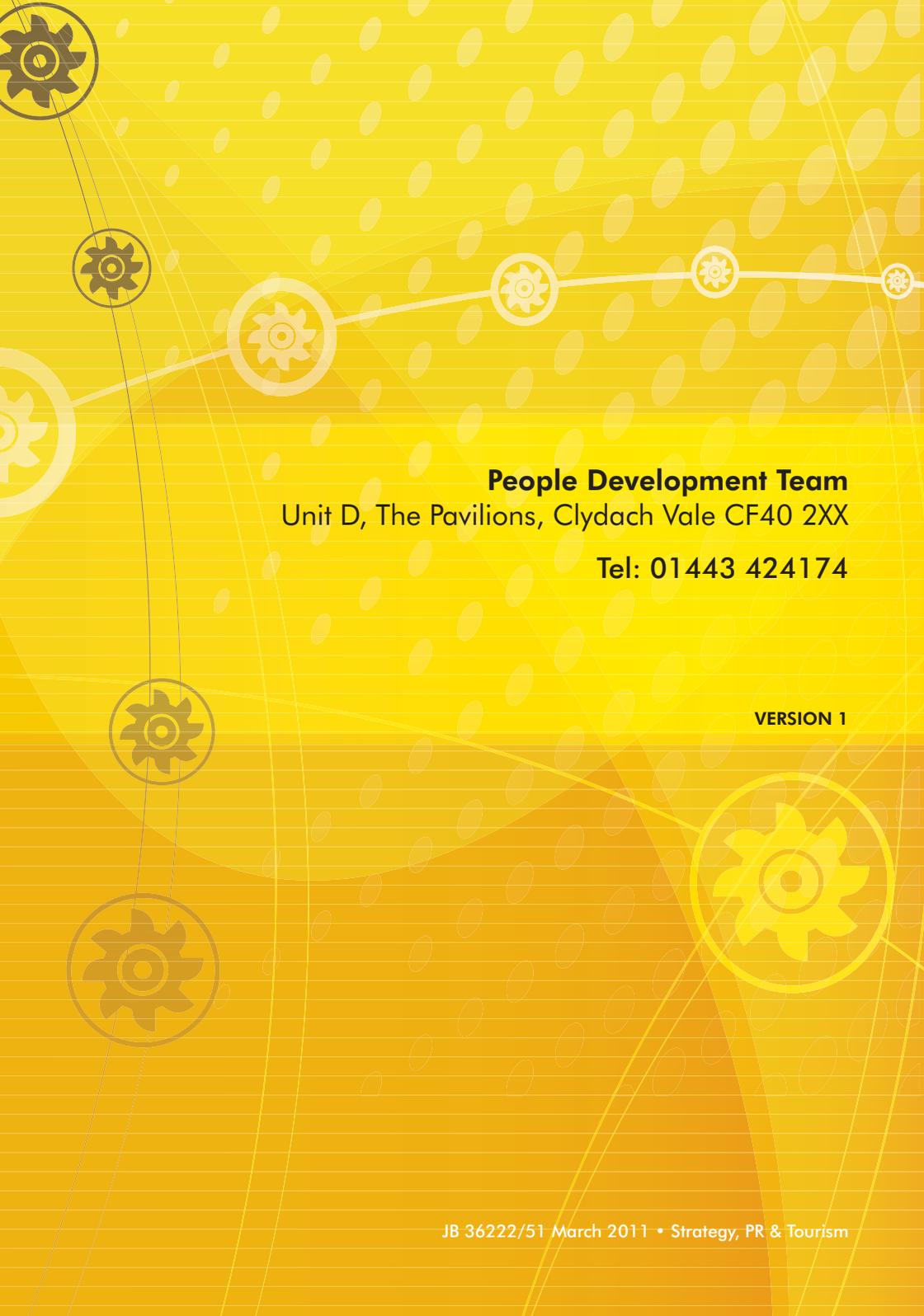
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## Notes

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**VERSION 1**