

Course title	ASSERTIVENESS/INFLUENCING SKILLS
Curriculum area	
Course reference	
Target group / entry guidelines	See aims and objectives
Aims and objectives	<ul style="list-style-type: none"> The course is designed to assist colleagues with persuasive communication skills, to enable them to become more confident and influential in the workplace and to develop personal confidence, which will enhance relationships with colleagues and customers.
Programme / course details	<p>At the conclusion of the course delegates will be able:</p> <ul style="list-style-type: none"> To understand what assertiveness is To identify when the skill can be used more effectively To be able to demonstrate assertiveness To understand the affects of assertiveness on others To recognise how persuasive communication can be managed more effectively
Venue	Professional Excellence Centre
Dates and times	On demand
Duration	One day Programme
Maximum number of places	
Qualification and accreditation information	
To book a place on this training	Prices and application forms available from Staff Development Unit Professional Excellence Centre
For further information, please contact	346 6533 email: CYPD-staffgovdev@wirral.gov.uk

Course title	COMMUNICATION SKILLS
Curriculum area	
Course reference	
Target group / entry guidelines	See aims and objectives
Aims and objectives	<ul style="list-style-type: none"> The aim of the course is to introduce delegates to the principles and techniques of communication with a view to increasing understanding and promoting structured exchanges of information.
Programme / course details	<p>At the conclusion of the course delegates will be able:-</p> <ul style="list-style-type: none"> To reflect on the way they sound to others and the type of vocal mechanics that they use with a view to developing these skills To develop conversation openers, probes and conversation closers To demonstrate active, supportive and responsive listening skills To identify and develop skills to break down communication barriers To use questioning skills appropriate to the situation To develop the way their non verbal communication affects the communication process
Venue	Professional Excellence Centre
Dates and times	On demand
Duration	One day Programme
Maximum number of places	
Qualification and accreditation information	
To book a place on this training	Prices and application forms available from Staff Development Unit Professional Excellence Centre
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Course title	COUNSELLING SKILLS FOR PERFORMANCE
Curriculum area	
Course reference	
Target group / entry guidelines	See aims and objectives
Aims and objectives	<ul style="list-style-type: none"> The aim of the course is to introduce delegates to the principles and techniques of counselling with a particular emphasis on improving performance.
Programme / course details	<p>At the conclusion of the course delegates will be able:-</p> <ul style="list-style-type: none"> To understand the difference between being a counsellor and using counselling skills To understand what counselling skills are To understand why and when to use counselling skills To be aware of the barriers to effective communication To be aware of different counselling styles To use a three-step approach of problem solving, decision making and action planning To understand how counselling skills can improve performance
Venue	Professional Excellence Centre
Dates and times	On demand
Duration	One day Programme
Maximum number of places	
Qualification and accreditation information	
To book a place on this training	Prices and application forms available from Staff Development Unit Professional Excellence Centre
For further information, please contact	346 6533 email: CYPD-staffgovdev@wirral.gov.uk

Course title	COURTROOM SKILLS (Including tribunal, disciplinary hearing or any legal forum)
Curriculum area	
Course reference	
Target group / entry guidelines	See aims and objectives
Aims and objectives	<ul style="list-style-type: none"> To develop skills and give participants the confidence to provide good evidence in court, tribunal, disciplinary hearing or any legal forum.
Programme / course details	<p>At the conclusion of the course delegates will:-</p> <ul style="list-style-type: none"> Understand their role Recognise the importance of presenting themselves Identify what is involved in effective planning and preparation for court/tribunal Demonstrate good practice when taking the oath or affirmation Recognise techniques used in cross-examination Develop in confidence for giving effective evidence <p>The training is dynamic and flexible to focus on issues which concern participants in attendance. Delegates are requested to provide a scenario upon which they would be willing to use in a mock situation prior to the training. The scenario should no relate to any current case of one which has not been resolved.</p>
Venue	Professional Excellence Centre
Dates and times	On demand
Duration	One day Programme
Maximum number of places	
Qualification and accreditation information	This course has been recognised with a National Training Award.
To book a place on this training	Prices and application forms available from Staff Development Unit Professional Excellence Centre
For further information, please contact	346 6533 email: CYPD-staffgovdev@wirral.gov.uk

Course title	CUSTOMER CARE
Curriculum area	
Course reference	
Target group / entry guidelines	See aims and objectives
Aims and objectives	<ul style="list-style-type: none"> The aim of the course is to provide delegates with an understanding of how they contribute to the quality service provision of the organisation.
Programme / course details	<p>At the conclusion of the course delegates will:-</p> <ul style="list-style-type: none"> Know who their customers are Be able to demonstrate effective questioning strategies Understand the principles of active listening Understand the benefits of professionalism and image control Be able to demonstrate positive phraseology Demonstrate effective communication Understanding the needs and concerns of minority groups Be able to demonstrate an understanding of equal opportunities policies and procedures
Venue	Professional Excellence Centre
Dates and times	On demand
Duration	One day Programme
Maximum number of places	
Qualification and accreditation information	
To book a place on this training	Prices and application forms available from Staff Development Unit Professional Excellence Centre
For further information, please contact	346 6533 email: CYPD-staffgovdev@wirral.gov.uk

Course title	EFFECTIVE MINUTES AND AGENDAS
Curriculum area	
Course reference	
Target group / entry guidelines	See aims and objectives
Aims and objectives	<ul style="list-style-type: none"> The aim of the course is to provide delegates with the knowledge and skills necessary to produce effective Agendas for meetings and to be able to write clear and concise minutes of those meetings.
Programme / course details	<p>At the conclusion of the course delegates will be able:-</p> <ul style="list-style-type: none"> To define agenda and minutes To identify barriers to understanding the written word To plan and write an agenda To understand different methods of taking minutes To write accurate clear and brief minutes <p>NB This course is not intended for staff who take notes of discipline interviews and cabinet minutes due to legal/formal requirements</p>
Venue	Professional Excellence Centre
Dates and times	On demand
Duration	One day Programme
Maximum number of places	
Qualification and accreditation information	
To book a place on this training	Prices and application forms available from Staff Development Unit Professional Excellence Centre
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Course title	ILM LEVEL 5 AWARD
Curriculum area	
Course reference	
Target group / entry guidelines	See aims and objectives
Aims and objectives	<p>The Institute of Leadership & Management Level 5 Award in Management aims to give practising or potential managers the foundation for their formal development in this role. The qualification does this by developing middle management skills and assisting participants in gaining the basic knowledge required at this level.</p> <p>Whilst the award is a free-standing qualification, the learning content is based upon selecting appropriate units from the Diploma in Management to enable a clear progression route.</p>
Venue	Professional Excellence Centre
Dates and times	On demand
Duration	The programme is delivered normally over a 10 week period consisting of either a full or half day per week plus individual tutorials
Maximum number of places	
Qualification and accreditation information	
To book a place on this training	Prices and application forms available from Staff Development Unit Professional Excellence Centre
For further information, please contact	346 6666 / 6531 N. Gordon / A. Wade email: CYPD-staffgovdev@wirral.gov.uk

Course title	INTERVIEWING FOR INFORMATION
Curriculum area	
Course reference	
Target group / entry guidelines	See aims and objectives
Aims and objectives	<ul style="list-style-type: none"> To develop the skills involved in effective interviewing for gathering information to provide an ethical and professional customer focused service.
Programme / course details	<p>At the conclusion of the course delegates will be able:-</p> <ul style="list-style-type: none"> To recognise the different phases of interviewing for information To be able to identify effective planning and preparation measures To understand the importance of building a rapport and breaking down barriers To explore ways of managing conversation and taking control To examine ways of structuring an interview in a way which focuses on meeting customer needs To develop questioning techniques with which to elicit all relevant information To explore the application of transactional analysis in interviewing for information To examine conflict management in the context of customer satisfaction
Venue	Professional Excellence Centre
Dates and times	On demand
Duration	One day Programme
Maximum number of places	
Qualification and accreditation information	
To book a place on this training	Prices and application forms available from Staff Development Unit Professional Excellence Centre
For further information, please contact	346 6533 email: CYPD-staffgovdev@wirral.gov.uk

Course title	INVESTIGATING OFFICERS
Curriculum area	
Course reference	
Target group / entry guidelines	See aims and objectives
Aims and objectives	To develop the skills necessary to conduct an effective investigation of an allegation of financial misconduct or irregularities, in an ethical and professional manner in line with Local Authority Policy and Procedures.
Programme / course details	<p>At the conclusion of the course delegates will:-</p> <ul style="list-style-type: none"> • Understand the processes involved including forms and documents within the authorities policy statement and definition • Examine the elements of setting up an investigation • Explore the thought processes applied in effective investigation • Recognise the different phases of investigative interviewing • Understand the importance of the constituent parts in each phase of interviewing • Understand planning and preparation in the context of an interview • Understand the application of questioning style • Understand the advantages and disadvantages of certain question types • Understand the maintenance of the account phase of an interview • Understand the closing and evaluation of an interview • Be able to identify good practice when compiling a structured factual report of the investigation
Venue	Professional Excellence Centre
Dates and times	On demand
Duration	One day Programme
Maximum number of places	
Qualification and accreditation information	
To book a place on this training	Prices and application forms available from Staff Development Unit Professional Excellence Centre
For further information, please contact	346 6533 email: CYPD-staffgovdev@wirral.gov.uk

Course title	KEY ISSUE EXCHANGE INTERVIEWING
Curriculum area	
Course reference	
Target group / entry guidelines	See aims and objectives
Aims and objectives	<ul style="list-style-type: none"> • Improve confidence in KIE interviewing • To understand the procedures involved • Be able to prepare for the interview • Develop interviewing skills • Understanding the process of developing and agreeing action plans
Programme / course details	COURSE PHASES <ul style="list-style-type: none"> • Principles of performance management in strategic human resource development • Listening, encouraging and questioning • Preparation for interview • Interviewing • Action planning
Venue	Professional Excellence Centre
Dates and times	On demand
Duration	Half-Day Programme
Maximum number of places	
Qualification and accreditation information	
To book a place on this training	Prices and application forms available from Staff Development Unit Professional Excellence Centre
For further information, please contact	346 6533 email: CYPD-staffgovdev@wirral.gov.uk

Course title	MANAGING CHANGE
Curriculum area	
Course reference	
Target group / entry guidelines	See aims and objectives
Aims and objectives	<ul style="list-style-type: none"> • The aim of the course is to introduce delegates to the principles and techniques of managing and understanding change.
Programme / course details	<p>At the conclusion of the course delegates will be able:-</p> <ul style="list-style-type: none"> • To understand the importance of adopting a change culture • To understand the various levels of change • To be able to identify and reduce resistance to change • To be aware of different change strategies • To be able to demonstrate how to implement change
Venue	Professional Excellence Centre
Dates and times	On demand
Duration	One day Programme
Maximum number of places	
Qualification and accreditation information	
To book a place on this training	Prices and application forms available from Staff Development Unit Professional Excellence Centre
For further information, please contact	346 6533 email: CYPD-staffgovdev@wirral.gov.uk

Course title	MANAGING CONFLICT AND AGGRESSION
Curriculum area	
Course reference	
Target group / entry guidelines	See aims and objectives
Aims and objectives	<ul style="list-style-type: none"> The aim of the course is to enable delegates to gain an understanding of how and why conflict situations arise and then develop strategies for reducing and effectively controlling them.
Programme / course details	<p>At the conclusion of the course delegates will be able to:-</p> <ul style="list-style-type: none"> Identify a range of verbal and non-verbal factors, which affect others Understand how and why communications break down Develop a conflict resolution model that can be used to diffuse difficult situations Understand how thoughts and feelings manifest into patterns of behaviour Develop assertiveness techniques by practicing ways in which difficult situations and people can be handled effectively Consider personal safety when dealing with potentially volatile situations
Venue	Professional Excellence Centre
Dates and times	On demand
Duration	One day Programme
Maximum number of places	
Qualification and accreditation information	
To book a place on this training	Prices and application forms available from Staff Development Unit Professional Excellence Centre
For further information, please contact	346 6533 email: CYPD-staffgovdev@wirral.gov.uk

Course title	MANAGING EFFECTIVE MEETINGS
Curriculum area	
Course reference	
Target group / entry guidelines	See aims and objectives
Aims and objectives	<ul style="list-style-type: none"> To provide delegates with the skills necessary to prepare and structure meetings, including skills required for chairing and participating.
Programme / course details	<p>At the conclusion of the course delegates will be able to:-</p> <ul style="list-style-type: none"> Define power influence and authority Know why meetings fail Understand assertiveness techniques Improve communication skills Formulate agendas and minutes Develop listening skills Handle challenges <p>This course includes discussion in plenary, small groups and syndicate work.</p>
Venue	Professional Excellence Centre
Dates and times	On demand
Duration	One day Programme
Maximum number of places	
Qualification and accreditation information	
To book a place on this training	Prices and application forms available from Staff Development Unit Professional Excellence Centre
For further information, please contact	346 6533 email: CYPD-staffgovdev@wirral.gov.uk

Course title	PRESENTATION SKILLS
Curriculum area	
Course reference	
Target group / entry guidelines	See aims and objectives
Aims and objectives	<ul style="list-style-type: none"> The aim of the course is to equip the participant to develop the confidence and ability to deliver an effective presentation. Time will be available on day one to enable delegates to plan and prepare for day two.
Programme / course details	<p>The training will explore the following areas:-</p> <ul style="list-style-type: none"> What is effective presentation Presentation styles Tools available to use in presentations Dealing with questions Dealing with criticism Planning and preparation Time management <p>NB This particular course is not intended to teach PowerPoint. PowerPoint courses are provided by our IT Training Section (further information is available on request)</p>
Venue	Professional Excellence Centre
Dates and times	On demand
Duration	Two day Programme – day two to include a practical session
Maximum number of places	
Qualification and accreditation information	
To book a place on this training	Prices and application forms available from Staff Development Unit Professional Excellence Centre
For further information, please contact	346 6533 email: CYPD-staffgovdev@wirral.gov.uk



Course title	PROBLEM SOLVING
Curriculum area	
Course reference	
Target group / entry guidelines	See aims and objectives
Aims and objectives	<ul style="list-style-type: none"> • The aim of the course is to provide delegates with the knowledge and skills necessary to effectively analyse problems, create solutions and make decisions.
Programme / course details	<p>At the conclusion of the course delegates will be able:-</p> <ul style="list-style-type: none"> • To define problems • To identify problem solving methodologies • To plan a structured approach to problem solving • To be able to use a defined problem solving structure • To make effective decisions based on considered actions
Venue	Professional Excellence Centre
Dates and times	On demand
Duration	One day Programme
Maximum number of places	
Qualification and accreditation information	
To book a place on this training	Prices and application forms available from Staff Development Unit Professional Excellence Centre
For further information, please contact	346 6533 email: CYPD-staffgovdev@wirral.gov.uk

Course title	TIME MANAGEMENT
Curriculum area	
Course reference	
Target group / entry guidelines	See aims and objectives
Aims and objectives	<ul style="list-style-type: none"> • The aim of the course is to enable delegates to take control of their workloads and to organise tasks, their team, and themselves more effectively.
Programme / course details	<p>At the conclusion of the course delegates will be able:-</p> <ul style="list-style-type: none"> • To establish priorities • To define objectives • To review how time is consumed • To identify time wasters • To delegate effectively • To develop a personal action plan
Venue	Professional Excellence Centre
Dates and times	On demand
Duration	One day Programme
Maximum number of places	
Qualification and accreditation information	
To book a place on this training	Prices and application forms available from Staff Development Unit Professional Excellence Centre
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Course title	TRAINING THE TRAINER
Curriculum area	
Course reference	
Target group / entry guidelines	See aims and objectives
Aims and objectives	<ul style="list-style-type: none"> The aim of the course is to provide delegates with an overview of learning theories and to initiate some of the necessary skills to effectively deliver training programmes. Although it is accepted that a short course such as this will not be sufficiently detailed to enable delegates to acquire all the skills and abilities of a trainer, it will provide participants with the first step to a personal development plan to reach those competencies.
Programme / course details	<p>At the conclusion of the course delegates will be able:-</p> <ul style="list-style-type: none"> To understand the theories of how people learn To demonstrate student centred training To be able to produce accurate lesson plans To recognise how communication can be managed more effectively To assess and direct group behaviour Produce an action plan to develop their training skills
Venue	Professional Excellence Centre
Dates and times	On demand
Duration	<p>Three day Programme:-</p> <p><u>Module 1</u> – 2 days</p> <p><u>Module 2</u> – 1 day</p>
Maximum number of places	
Qualification and accreditation information	
To book a place on this training	<p>Prices and application forms available from</p> <p>Staff Development Unit</p> <p>Professional Excellence Centre</p>
For further information, please contact	<p>346 6533</p> <p>email: CYPD-staffgovdev@wirral.gov.uk</p>

Course title	SUPERVISORY SKILLS
Curriculum area	
Course reference	
Target group / entry guidelines	See aims and objectives
Aims and objectives	<ul style="list-style-type: none"> The aim of the course is to contribute to delegate's development as supervisors and managers of people within the Service.
Programme / course details	<p>At the conclusion of the course delegates will have a greater awareness of what is expected of them as team leaders and supervisors, in particular the delegates will be able:-</p> <ul style="list-style-type: none"> To understand the supervisors role To show how their leadership style can be used to greater effect To understand how staff and teams are motivated To handle difficult and conflicting situations To use strategies to develop their team's performance To facilitate the process of change within the team
Venue	Professional Excellence Centre
Dates and times	On demand
Duration	Two day Programme
Maximum number of places	
Qualification and accreditation information	This programme is both recognised and quality assured by the Institute of Leadership and Management. Upon satisfactory completion of the course, candidates will be issued with an ILM Development Award.
To book a place on this training	Prices and application forms available from Staff Development Unit Professional Excellence Centre
For further information, please contact	346 6533 email: CYPD-staffgovdev@wirral.gov.uk

Course title	LEADERSHIP SKILLS
Curriculum area	
Course reference	
Target group / entry guidelines	Managers, team leaders, supervisors and those with the ambition and potential to supervise teams and individuals.
Aims and objectives	<ul style="list-style-type: none"> • Today's managers and team leaders have increasingly challenging targets and need innovation and vision to achieve their business objectives. They also need teams who share their vision and are motivated. This course will demonstrate how to build a team that can perform with maximum effect.
Programme / course details	<p>The programme includes:-</p> <ul style="list-style-type: none"> • Ways to manage difficult, negative and destructive attitudes • The knowledge and skills to identify your strengths and weaknesses • Leadership styles • Motivating staff • Delegating and empowering to develop staff • Group dynamics • Problem solving • Managing conflict
Venue	Professional Excellence Centre
Dates and times	On demand
Duration	Four day Programme – 2 separate, 2 day Modules (An interval of approx 2 months between each module)
Maximum number of places	
Qualification and accreditation information	This programme is both recognised and quality assured by the Institute of Leadership and Management. Upon satisfactory completion of the course, candidates will be issued with an ILM Development Award.
To book a place on this training	Prices and application forms available from Staff Development Unit Professional Excellence Centre
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Course title	UNDERSTANDING DIVERSITY
Curriculum area	
Course reference	
Target group / entry guidelines	All employees
Aims and objectives	To raise the awareness of employees to diversity issues and help them to understand their responsibilities in the way they behave to others.
Programme / course details	<p>By the end of the session you will have an understanding of:</p> <ul style="list-style-type: none"> • What diversity is • The issues surrounding disability awareness • Where values, attitudes and beliefs come from • Legislation including religion, sexual orientation and age • Prejudices and discrimination • Race and cultural awareness • Direct and indirect discrimination • Non legislative discrimination issues • Responses to dominance – how a dominant force affects a minority • Use of language
Venue	Professional Excellence Centre
Dates and times	On demand
Duration	Half day programme
Maximum number of places	
Qualification and accreditation information	
To book a place on this training	Prices and application forms available from Staff Development Unit Professional Excellence Centre
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