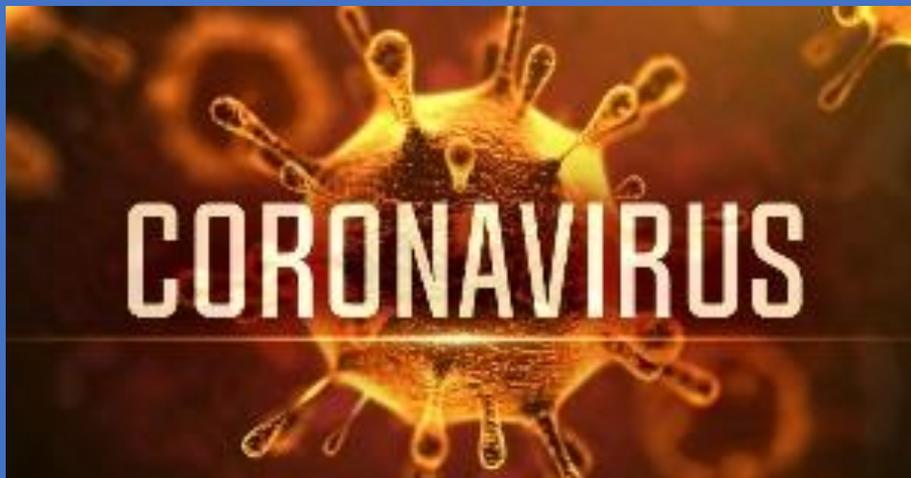


# Online Learning

## Working Together in Challenging Times



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## Working Together in Challenging Times

During these uncertain and unprecedented times, trying to deliver services and lead teams can be difficult and challenging. Advice and online training resources are available to help managers and their teams to adapt to the new normal and different ways of working and learning.

A range of self-paced online learning is available, both from Renfrewshire Council's own e-learning provision (iLearn) and from a wide variety of free online learning providers. All staff can benefit from the flexibility of learning online while building skills that will help you adapt to the current situation.



Click on any image in this guide to open the resource

## Helpful Sources of Information

## Online Learning Resources

Click [here](#) for a list of upcoming webinars or visit one of the following e-learning sites:

	Renfrewshire Council's e-learning platform with a range of courses, including mandatory training you may be required to complete.	<b>3</b>
	Management Direct resources for leadership and management, with additional content available to CMI members.	<b>5</b>
	Free online learning from the Open University in short bite-size chunks with topics including business, languages, history and more.	<b>6</b>
	Online learning for a wide range of topics including leadership, wellbeing and self-development.	<b>7</b>



iLearn is Renfrewshire Council's e-learning system. You do not need to be on council premises to log in to iLearn.

To access iLearn, go to <https://tracking.brightwave.co.uk/LNT/Renfrewshire/Login.aspx>

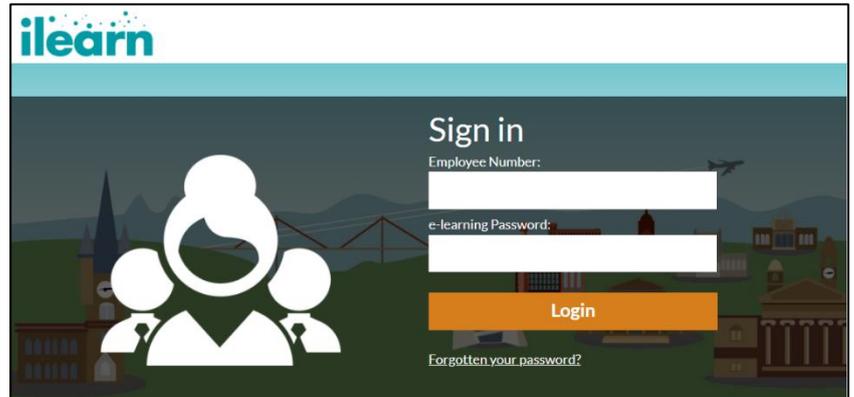
### Username

This is your 7-digit employee number, which you can find on your payslip.

### Password

Your default password is your surname in capital letters (including any apostrophes or hyphens in your name). You will be prompted to change this on your first login.

If you have already changed your password but can't log in, click on the **Forgotten your Password?** link to request a password reset.

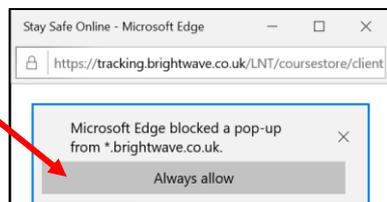


## Problem Solver

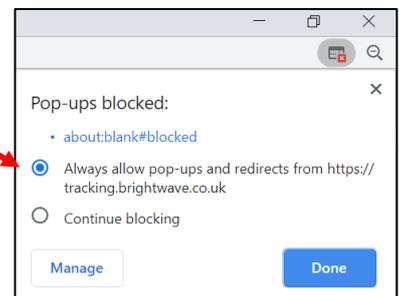
### The course won't open because a pop-up is blocked.

If a course cannot open due to a pop-up blocker, you can switch this off.

In Microsoft Edge, click **Always Allow** from the error message.



In Chrome, click the red icon at the top of the screen then select **Always Allow**.

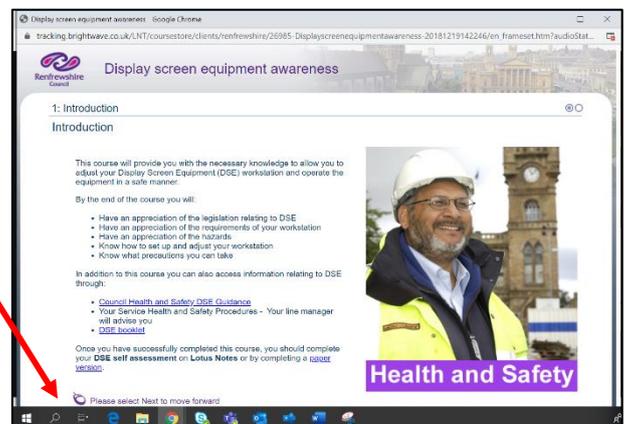
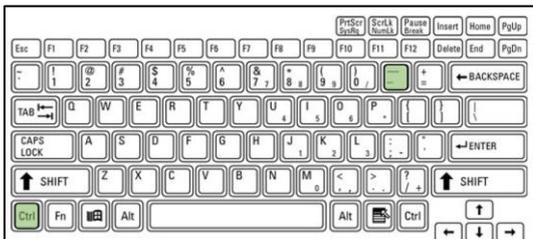


### I can't see a 'Next' button on my screen.

Depending on the size of your screen, you may need to adjust your zoom settings to ensure you can see all the navigation buttons at the bottom of the screen.

To do this:

Press the **CTRL** and **-** keys together on your keyboard:



This will reduce your screen zoom to 90% and the buttons should now be visible at the bottom of the screen. If you're still unable to see the buttons, press **CTRL** and **-** keys together again to reduce to 80%.

(You can change the zoom back to 100% at any time by pressing the **CTRL** and **+** keys together on your keyboard.)

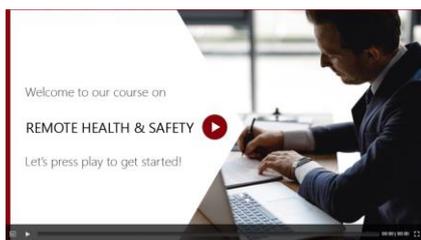
Once logged in, browse for a course in any of the sections, use the search bar to find courses related to a topic or start one of the courses below:

Welcome to iLearn	Induction and Mandatory Courses	Cyber Security
Change and Transformation	Digital Skills	Health, Safety and Wellbeing
Leadership and Management	Professional and Personal Development	Social Work Services

**Example Resources:**

## Remote Health & Safety

20 MINS



In this module, we'll explore the definition of remote working, identify who's responsible for the health and safety of remote workers as well as ways to protect yourself, your family and your neighbours from potential hazards.

**START**

## Planning for a Crisis

20 MINS

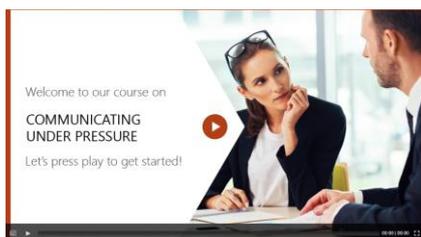


This module explores the crisis management process, looking into how organisations can prepare for the unexpected, who should be involved in the crisis management team and how the response can be communicated to both internal and external audiences when disaster strikes.

**START**

## Communicating Under Pressure

20 MINS

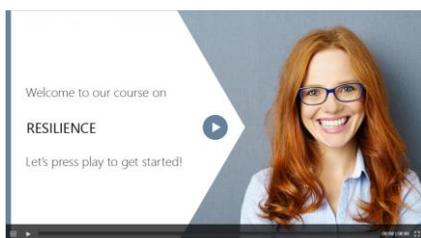


Communicating under pressure is an essential skill for all employees. In this module, we will explore why people avoid difficult conversations, the importance of understanding your own emotional triggers and reveal top tips on how to structure the conversation to ensure its success.

**START**

## Resilience

20 MINS



At the end of this module, you'll have developed a better understanding of how to be resilient in the face of adversity by becoming a boomerang and bending with the pressure instead of breaking.

**START**

The Chartered Management Institute ([www.managers.org.uk](http://www.managers.org.uk)) offer a wide range of topics, mostly aimed at managers, and many of which are available from their website. If you are enrolled on a CMI course, you can also log in to [Management Direct](#) to access the full range of resources.

**Example Resources:**

### Working from Home: Some Health and Safety Need-to-Knows

 10 MIN READ



At work, there are processes, supplies, and health and safety precautions. But at home, this isn't necessarily the case. This article explains the areas to be considered.

**START**

### Stress Management: A 5-point Guide for Managers in Lockdown

 15 MIN READ



Stress is commonly defined as “the adverse reaction people have to excessive pressure or other types of demand placed on them”, and a few weeks into the Covid-19 crisis, many of us will be feeling it. Find out how you, as a manager, can support your time during this difficult time.

**START**

### How to Manage an Entirely Virtual Team

 10 MIN READ



As the majority of the UK turns to remote working to slow the spread of COVID-19, this article takes you through how to step up your management style to ensure business continuity.

**START**

### Shifting Goalposts and Reprioritising Tasks in Times of Crisis

 10 MIN READ



At work, there are processes, supplies, and health and safety precautions. But at home, this isn't necessarily the case. This article explains the areas to be considered.

**START**

Free courses are offered by the Open University ([www.open.edu/openlearn](http://www.open.edu/openlearn)) in a range of subject areas. The courses are not part of a degree programme but instead offer the chance to learn about relevant topics in bitesize chunks. You can search by topic, level and duration to find a course to suit your interests. Courses are offered at 3 levels – Introductory, Intermediate and Advanced.

#### Example Resources:

### Leadership Challenges in Turbulent Times (Level 2 Intermediate)

 6 HOURS



This course explains how leadership changes in accordance to the needs of the turbulent environments that we experience. You will also explore the leadership challenges that can affect leadership effectiveness and will seek ways to successfully face these challenges.

START

### Developing High Trust Work Relationships (Level 2 Intermediate)

 2 HOURS



This course introduces the concept of trust, what it means to you and how it may affect your organisation. Learn about trust in the organisational context.

START

### Making Decisions (Level 3 Advanced)

 4 HOURS



This course will help you understand some of the processes involved in decision making. Attention to the psychology of decision making and the social context in which decisions are made can improve your understanding of others and yourself.

START

### How Teams Work (Level 3 Advanced)

 10 HOURS



This course provides an introduction to working in virtual project teams by explaining terms and concepts related to teams and to projects. The complexity of the interaction of people and technology is highlighted.

START

MindTools ([www.mindtools.com](http://www.mindtools.com)) is not free but offers free access to 3 articles per month.

To access further articles, you will need to create an account. The first month is offered at a trial price of 75p which increases to £12 per month if you don't cancel your subscription before the end of the first month. There is no obligation for you to pay to access further access and, if you do decide to subscribe, you may not be able to claim this expense back. You can still benefit from accessing your 3 free articles each month.

#### Example Resources:

### Planning for a Crisis

 10 MIN READ



In this article, explore the types of crises that could affect your organisation, and look at strategies you can adopt as part of your plan for preparing and responding.

START

### Communicating in a Crisis

 9 MIN READ



Learn how to communicate calmly in a crisis, including how to stay in control and determine appropriate communication channels.

START

### How to Keep Calm in a Crisis

 11 MIN READ



This article covers useful information about how to stay calm through being prepared and how to cope during a time of crisis.

START

### Managing Virtual Teams

 8 MIN READ



Learn more about how virtual teams can operate. This article also outlines the challenges associated with this type of time and tips to overcome these.

START