

HR & OD: OUR PEOPLE DEVELOPMENT

AVAILABLE COURSES

February – June 2021

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How We Are Supporting Your Development

Supporting Our People in Response to Covid-19

Many of us have changed the way we work as a result of the Covid-19 pandemic. Our priorities have changed and the way we communicate and deliver our services has certainly changed. While we have a wide variety of courses available to you, many of them have a particular relevance for supporting you through this time – **look out for the flag icon throughout this guide to help you find them.**



Frontline Services

We recognise that our frontline services may have bespoke training requirements or may need us to provide our support in a different way to make it accessible.



If you are a manager or supervisor in a frontline service, please let us know what else we can do to support you and your teams by completing our contact form so we can get in touch to discuss your needs.

[Click here to access the contact form.](#)

All Employees

All employees from all our services are welcome to attend our courses.

Online Workshops

To support your learning during this period, our trainer-led workshops will take place online. When your place is confirmed, you will be sent a link to join the session and may be asked to complete some activities prior to the session as an introduction.

Booking a Place

[Click on any course title in this guide for full details including dates and how to book your place.](#)

[Please make sure you have discussed your choice of course with your line manager and have their approval prior to booking your place.](#)

iLearn

iLearn is our e-learning platform and is available from any computer with internet access. Your username is your employee Number and you can reset your own password on the login page if required.

How to Access iLearn

You can click on any iLearn course listed in this guide to begin the course or go to https://tracking.brightwave.co.uk/LNT/Renfrews_hire/Login.aspx and browse through all available modules.

Questions?

For further information about any of the learning opportunities in this guide, please contact HR & OD:



orgdev.cs@renfrewshire.gov.uk

Health, Safety and Wellbeing

To view all course details and available dates, visit our [Health, Safety & Wellbeing](#) training page, or click on a course title below to go view full details for that course.

Accident Prevention & Reporting

Provides delegates with a comprehensive understanding of the principles and practice of accident investigation and reporting.

General Risk Assessment

A practical course covering a range of risk assessment topics.

Fire Risk Assessment

Practical course for those responsible for fire risk assessments.

Fire Warden Training

For nominated fire wardens to learn what to do in an emergency.

CoSHH Awareness

Practical course for those responsible for CoSHH assessments (Control of Substances Hazardous to Health).

Control of Contractors

Pragmatic approach to appointing and managing contractors.

Violence & Aggression

Identify triggers, practical controls and de-escalation techniques.

Mindfulness

How to be more self-aware and learn simple techniques for managing difficult situations or relationships.



Hundreds more courses available on our e-learning system, iLearn.

- **DSE (Display Screen Equipment) Awareness**
- **Resilience**
- **Dealing with Stress**

Click on any iLearn course title to start the course



Dates for your Diary

11th March: National No Smoking Day

28th April: World Day for Safety & Health at Work

18th – 23rd May: Mental Health Awareness Week

8th – 13th June: Carers Week

15th – 20th June: Men's Health Week

Health, Safety and Wellbeing

The following courses are being run by our **collaborative partners**. Renfrewshire Council employees are welcome to book a space on these free sessions.

To view course details and available dates, click on any course title below.



Renfrewshire Health & Social Care Partnership (HSCP) deliver adult social care services and all community health services for adults and children in the Renfrewshire area.

Healthy Minds COVID-19 Loss & Grief

This session aims to raise awareness of loss and grief during COVID-19 and the impact this can have on mental health and wellbeing.

To book a place on this course, please email HealthImprovement.Renfrewshire@ggc.scot.nhs.uk



SAMH is the Scottish Association for Mental Health. They provide mental health social care support and services in primary care, schools and further education, including See Me, respectme, suicide prevention and active living. They campaign to influence positive social change.

Maintaining Wellbeing

How to create a healthy work-from-home environment, understand ways to manage stress and maintain your wellbeing.

Mental Health in the Workplace – A Guide for Managers

How to create a mentally healthy workforce, understand the most common mental health problems and how to manage mental health at work.

Building Resilience

The relationship between wellbeing and resilience, the key elements and how to build your resilience.

Introduction to Suicide Prevention

An introduction to the statistics around suicide, spotting the signs, how to ask about suicide and the support available.

To book a place on one of these courses, please email training@samh.org.uk with your name, job role, organisation and HSCP area.

For bookings for Introduction to Suicide Prevention, please also provide your managers name and email address in addition to the above.

Health, Safety and Wellbeing

The following courses are being run by our **collaborative partners**. Renfrewshire Council employees are welcome to book a space on these free sessions.

To view course details and available dates, click on any course title below.



Public Health Scotland and NHS Education Scotland (NES) have jointly developed a series of resources that help individuals have supportive conversations on mental health and suicide.

ASK TELL Save a Life

ASK TELL is an introductory course from Public Health Scotland helping us to explore what mental health is and how we can promote good mental health and respond compassionately to people who may be experiencing distress.

A Conversation About Mental Health

We will explore what we mean by mental health, what can impact upon our mental health, how we can look after our own mental health and the topic of recovery.

A Conversation About Anxiety

In this participatory session we will look at what anxiety is, why and how we experience it, and how we can help ourselves manage our anxieties.

A Conversation About Depression

In this session we will look at what depression is, how it affects and impacts upon an individual, and what can help.

A Conversation About Psychosis

What do we mean by psychosis? How does a psychosis affect us and how can we help?

A Conversation About Suicide & Staying Safe

By being ALERT we could help save a life. Most people who think about suicide do not want to die. This session explores some of the myths and facts about suicide, looking at how we can help to prevent suicide.

A Conversation About Self-Harm: Reduce the Harm

An introduction to the topic of self-harm, looking at the spectrum of self-harming behaviours, cycle of self-harm, self-care and harm reduction.

A Conversation About ASIST (Applied Suicide Intervention Skills Training)

This is a conversation about ASIST (Applied Suicide Intervention Skills Training), reminding us of the workshop we attended, the principles of ASIST, and our experiences in applying the Suicide Intervention Model (SIM) or Pathway for Assisting Life (PAL). **Staff attending this session MUST have previously attended a 2-day ASIST workshop.**

To book a place on one of these courses, please email chooselife.sw@renfrewshire.gov.uk (Douglas Johnston, Choose Life Service Coordinator, Tel: 07903 072130).

Employee Essentials

To view course details and available dates, visit our **Employee Essentials** training page, or click on a course title below to go view full details for that course. For information about Business World training and support for people managers, visit our **Business World** page.

Living Our Values

Understand how our values impact on the way we work and plan how to demonstrate our values through your own role.

Emotional Intelligence

Understand what emotional intelligence is and how it can help you express your emotions appropriately and show empathy.

Working in a Change Environment

Reflect on a constantly changing working environment, consider how you cope with change, and strategies for adapting to change.

Communication Skills

Develop communication skills that help you consider the needs of your audience when communicating and presenting information.

Working in a Virtual Team

Learn how to manage your time and workspace, look after your wellbeing, overcome communication barriers and make best use of technology to stay connected.

Planning, Prioritising & Scheduling

Learn effective techniques that will help you plan, prioritise and schedule your workload to make better use of your time.

Unconscious Bias

Understand what unconscious bias is, how it affects us and how awareness can counteract this.

Planning for a Positive Retirement

This course provided by Affinity Connect encourages a positive and realistic approach to help you make informed choices about your retirement plans.



Hundreds more courses available on our e-learning system, iLearn.

- Personal Agility
- Equality & Diversity
- Time Management
- Working in Teams
- Experiencing Change

Click on any iLearn course title to start the course

Learning at Work Week

Learning at Work Week 2021 will take place Monday 17th – Friday 21st May.

This year's theme will be 'Made for Learning'.

We look forward to bringing you a series of events and learning opportunities related to this theme – full details will be announced nearer the time.

Compliance and Digital Skills

To view course details and available dates, visit our [Compliance](#) and [Digital Skills](#) training pages, or click on a course title below to go view full details for that course.

Information Security

Learn about information security with hints and tips about how to avoid a data breach.

Records Management

Understand what records management means for you and the key principles.

Avoiding Employment & Data Protection Pitfalls

Practical hints and tips for managers on how to avoid potential employment and data.

Data Protection – What Do I Need to Know?

Find out what data protection means for you and what you can do to help the Council comply.

Information Sharing

For staff who need to decide whether to share information and what they can share.

RIPSA (Regulation of Investigatory Powers Scotland Act)

Rules and guidance for surveillance.

Microsoft Excel

Learn how spreadsheets can use calculations and formatting to help you analyse and present your data.

Microsoft PowerPoint

Learn how to create engaging presentations.

Microsoft Word

Learn how to create and format professional text-based documents and incorporate charts, tables and other elements.

Microsoft Teams

Learn how to use the communication features available in our video conferencing platform.

Digital Power Hours – Coming Soon

We will be bringing a series of Digital Power Hours to you so you can develop your digital skills in manageable bitesize steps. Visit the Digital Power Hours page to view the latest topics and dates.



Hundreds more courses available on our e-learning system, iLearn.

- [Freedom of Information \(FOI\)](#)
- [General Data Protection Regulations \(GDPR\)](#)
- [Internet Security](#)
- [Essential Phishing Awareness](#)
- [Cyber Security](#)

Click on any iLearn course title to start the course



Dates for your Diary

9th February: Safer Internet Day

24th – 28th May: Information Governance Week

People Management Essentials

To view course details and available dates, visit our [People Management Essentials](#) training page, or click on a course title below to go view full details for that course. For information about Business World training and support for people managers, visit our [Business World](#) page.

Leading Our Values

Learn about your role model status and plan how to embed the values into your team.

Supporting Attendance

Understand your responsibilities as a manager and develop the knowledge and skills to apply our policies.

Recruitment & Selection

Understand recruitment and selection best practice, including legal responsibilities, the shortlisting process and interview techniques. **This course is mandatory for all recruitment panel chairs.**

Discipline & Grievance

Understand both procedures and develop the skills required to apply the policies and fulfil your responsibilities.

Better Team Meetings

Learn how to structure team meetings so they are more effective and consider meeting alternatives where appropriate.

Managing a Virtual Team

Learn how to support your team members while they are working virtually or spread across multiple sites, with practical tips on how to motivate your team and support their wellbeing.

Managing Business Continuity

Learn how business resilience enables teams to quickly adapt to disruptions while maintaining services and making best use of your available resources.

Communication Skills for Managers

Develop enhanced communication skills for communicating complex and sensitive information to your audience.

Managing Conflict

Explore techniques to resolve conflict and issues in the workplace and understand how to be proactive in managing conflict.

Managing Change Successfully

Explore the process of change and consider practical ways to manage change while engaging with your team.

Workforce Planning

Learn how to use effective workforce planning approaches when involved in modernising and redesigning services, deploying skills appropriately.

A Coaching Mindset

Develop skills to help influence, empower and engage others, enabling them to think of ideas and solutions to put into action.

Partnership & Joint Working

Understand the key elements of successful partnership working and maintain productive working relationships with stakeholders.

Influencing Skills

Understand how to use influence and personal impact to increase your chances of success and gain commitment.



Hundreds more courses available on our e-learning system, iLearn.

- [Public Sector Equality Duty for Managers](#)
- [Team Performance](#)
- [Effective Delegation](#)
- [Giving & Receiving Feedback](#)
- [Supporting Employees Experiencing Domestic Abuse](#)

Click on any iLearn course title to start the course

Our new leadership development pathway offers 3 levels to support our current and aspiring managers to develop leadership and business skills at every stage of your career.

Each level covers the essential skills to support you in your role and is linked to a CMI qualification. The blended format includes a combination of trainer-led online workshops, interactive e-learning, self-study and groupwork activities so you can build your network as you learn.



To view programme details and apply, visit our [Management Development Programmes](#) training page.

Inspire (CMI Level 2)

Aimed at **current and aspiring supervisors and team leaders**, this programme aims to inspire a leadership mindset and build practical skills to help you co-ordinate the work of your team.

Duration: 6 months

Workshops: Selected Tuesday mornings

Starts: Tuesday 16th March

Modules:

- Introduction to Leadership and Culture
- Effective Communication
- Supporting Change
- Managing and Developing People
- Introduction to Coaching
- Planning for Future Personal Development

Successful completion of 1 written assignment leads to **CMI Level 2 Award in Team Leading**

Influence (CMI Level 3)

Aimed at **current and aspiring first line managers** who influence the way their team delivers a continuously improving service. Learn how to build capacity through leadership and successfully lead your team to deliver high quality services that contribute to our priorities.

Duration: 9 months

Workshops: Selected Thursday mornings

Starts: Thursday 18th March

Modules:

- Principles of Management and Leadership
- Managing a Team to Achieve Results
- Solving Problems with Creativity
- Influencing Change
- Practical Coaching Skills for Leaders
- Collaborating with Partners
- Planning for Future Personal Development

Successful completion of 2 written assignments leads to **CMI Level 3 Certificate in Principles of Management & Leadership**

Impact (CMI Level 5)

Aimed at **experienced and senior managers** who create impact by shaping and setting the direction of their team, demonstrating personal agility and business resilience to achieve success. Learn how to prepare our services for the future by anticipating changes, make evidence-based decisions and developing innovative solutions.

Duration: 15 months

Workshops: Selected Wednesday mornings

Starts Wednesday 3rd March

Modules:

- Engaging Leadership
- Leading Change Successfully
- Using Data & Information for Decision Making
- Coaching for Impact
- Leading High Performing Teams
- Planning, Procuring & Managing Resources
- Practical Workforce Planning
- Principles of Innovation
- Planning for Future Personal Development

Successful completion of 3 written assignments leads to **CMI Level 5 Certificate in Management & Leadership**

Business World

A range of training support for Business World users is available from the website:

<http://www.renfrewshire.gov.uk/article/7621/Business-World>

Here you will find guidance on how to carry out the tasks available to you, including how to:

The screenshot shows the Renfrewshire Council website interface. At the top, there is a navigation bar with links for 'Latest news' and 'Staff info', and buttons for 'Sign in | Register for MyAccount' and 'Sign-up to e-alerts'. The Renfrewshire Council logo is in the top right. Below the navigation bar, the page title 'Renfrewshire Council' is displayed, along with a search bar containing the text 'I'm looking for...' and a search icon. A breadcrumb trail reads: 'You are here: Home > Your Council > Staff information > Systems and user guides for council staff > Business World'. The main content area is titled 'Business World' and includes a sub-heading: 'This section contains user guidance to support the use of Business World.' Below this, there is a grid of 11 links, each underlined, arranged in three columns. The links are: 'Access Business World on a personal device', 'Reset your password on Business World', 'Update your primary email address on Business World', 'Viewing payslips & other pay related documents', 'How to claim overtime and allowances on Business World', 'Manage planned leave on Business World', 'How to activate your substitute on Business World', 'Buy additional annual leave (BAAL) for 2021', 'Display Screen Equipment (DSE) self-assessment form', 'Approve or decline tasks on Business World', 'Manage rejected tasks on Business World', 'Update your contact information on Business World', and 'Update your bank details on Business World', 'Planned maintenance on Business World'.

This webpage will continue to be updated as new resources become available.

Links to Further Resources

In addition to the courses being run by us and our collaborative partners, the following websites also provide access to useful resources and free online training that will help to support you in your development.



21 Healthy Homeworking Resolutions |

This guide by Posturite provides useful tips on how to help you be comfortable and healthy when you are working from home.



Leading in the Covid-19 Crisis |

A resource portal from the Chartered Management Institute to help you manage and lead your team through the current challenges.



ACAS (Advisory, Conciliation and Arbitration Service) Training Resources |

Training, webinars, events and tailored support to help you deal with workplace issues and keep up to date with best practice from ACAS, who work with employers and employees every year to improve workplace relationships.



Leadership Challenges in Turbulent Times |

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

Full Open Learn Catalogue

Produced by The Open University, a world leader in open and distance learning, all Open Learn courses are free to study. They offer nearly 1000 free courses across 8 different subject areas, which are available to start right away.



Adapting to Change |

In this free tutorial, learn some tips to help you adapt to unexpected changes that may occur in your life.

Critical Thinking and Decision-Making |

Learn strategies for solving everyday problems and making thoughtful, well-informed decisions.



Covid-19 Support Pack |

This pack of resources, developed by the Mind Tools team, covers a wide range of topics relating to the challenges our managers and employees have faced in recent times.