

# **Fit for the Future** **your training needs answered**

**June 2016 - March 2017**

This is your guide to mandatory training and professional development programmes

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# A place of opportunity and ambition

## Here at Slough, we are growing a place of opportunity and ambition.

At the heart of this ambition is a need to recruit, retain and develop the right employees with the right skills to meet the challenges ahead. Every single one of our employees needs to be equipped to be able to respond to change.

This directory has been created to support you to:

- understand what are the mandatory elements of training you need to complete to carry out your role safely and effectively;
- create and develop your career path at Slough Borough Council with continuing professional and personal development choices in line with your personal development plan;
- widen your colleague and partner networks and benefit from discussions on the topical issues that impact on customers - your colleagues, Slough residents and businesses and their respective partners.

This programme has been created with the intention of offering the best possible learning and development experience for you.

In line with Slough's target operating model you will find some new and innovative elements to ensure you are 'enabled and entrepreneurial' in your ways of working. We are calling this programme Being Business Smart.

It is expected that both employees and training providers adhere to the corporate values and behave accordingly. These values, which are being refreshed in line with our new strategy, are at the core of this programme. I would ask you to take personal responsibility to attend the necessary training to benefit you and your customers.

I hope you will enjoy what is on offer and give us any feedback for our regular training needs reviews.

Best wishes

**Christina Hefferon**  
Assistant director, organisational  
development/human resources

# Hello and welcome

Every two months a corporate induction programme is headlined by the chief executive to welcome all new employees to Slough Borough Council. Its aim is to help you to feel part of the organisation quickly and get you settled into your role.

Here is an outline of the programme. If you have just joined Slough Borough Council, you will be invited to join one of the following sessions:

21 September  
2 November  
25 January, 2017

## Programme outline

09.15	Arrivals and refreshments - <b>programme starts at 09.30</b>
09.30	<b>Welcome and introductions</b>
09.45	<b>Welcome to Slough Borough Council</b> Slough vision and strategic priorities - how we are transforming the council?
10.15	<b>How we work in Slough</b> Our culture and values
10.45	Refreshments break
11.00	<b>Financing the council</b> The current financial climate, the impact of government reforms and why we need to account for public money
11.30	<b>Safeguarding, everybody's responsibility</b> Working together to keep vulnerable members of the community safe from harm
12.00	<b>The Slough Story</b> Local news, current developments and projects
12.15	<b>Meet the unions</b> Introduction to the Trade Unions
12.30	<b>Lunch and marketplace</b> An opportunity for inductees to network informally with colleagues to discuss what resources are available to them
14.00	<b>Programme closes</b>

# Being business smart

An open programme of masterclasses to enhance your effectiveness and efficiency, and to help you to work smarter in the enabling and entrepreneurial environment in which we work.

## Building the programme

Professionalising  
my image

Smart working

Coping with  
change and  
difficult situations



# Being business smart

## Who is the Being Business Smart programme for?

Any employee who would like the opportunity to enhance their skills in Slough's new business world. You do not need to attend all modules, just pick and choose the ones relevant and useful to you.

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## Starting with me

How to cope with change and become more resilient in my job and my life through mindfulness.

### Duration and format



- Friday 9 September, 9.30am-12.30pm

## Are you listening?

When we listen effectively we get better quality information and a better understanding of it too. Good listeners also positively encourage others and consequently upset fewer people. This means less frustration and a more satisfying working life...for all concerned!

### Content:

- Understand why being a good listener is so important today
- Examine the 4 levels of listening and relate that to a "typical day"
- Explore the power of deep listening and the results that it can bring about

### Duration and format



Breakfast brainwaves:

- Friday 16 September, 8.30-10am, Jupiter 1, St Martins Place
- Tuesday 18 October, 8.30-10am, Neptune 1, St Martins Place

# Being business smart

## Positively embracing change

This session is focused on helping individuals to understand the change process and to adopt a positive attitude to the change they are experiencing or likely to experience at work.

The workshop recognises that everyone experiences change in different ways and that the same change can affect each person differently.

The content of the session can be tailored to reflect the sort of change involved and the makeup of the audience and will typically include:

### Content:

- What change is, why it is necessary and the main barriers to successful change
- The conditions for successful change
- Understanding change
- Leading and motivating - yourself and others
- Habits and thinking patterns
- Physiological responses to change

### Duration and format



Lunchtime learners:

- Friday 16 September, 12-1.30pm, Jupiter 1, St Martins Place
- Tuesday 18 October, 12-1.30pm, Neptune 1, St Martins Place

To book, go to Learning Pool - <http://slough.learningpool.com/> and click Courses, Personal Development, Being Business Smart, enrol me, and select the date you wish to attend. Your line manager will be notified of your intention to attend and will be asked to approve your request online.



# Being business smart

## Giving and receiving feedback

Feedback - giving and receiving - is essential for any individual or organisation that wants to improve performance over time. The challenge is how to do it effectively so that it results in improved morale and performance - rather than the opposite!

This session looks at the benefits of regular constructive conversations and good feedback, before focusing on practical ways to build the skill of giving and receiving feedback

### Content:

- Why we avoid giving feedback
- Why we resist receiving feedback
- When is feedback not really feedback
- The benefits of constructive feedback
- How to set up a conversation - the 'contracting' process
- How to give useful feedback
- Do's and Don't's

### Duration and format



Teatime teaching:

- Friday 16 September, 2.30-4pm, Jupiter 1, St Martins Place
- Tuesday 18 October, 2.30-4pm, Neptune 1, St Martins Place

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## Unleashing creativity

Creativity comes in many guises and of course some people are more naturally creative than others. However we are all capable of greater creativity. It is a skill that can be learnt - and this session will show you how to unleash your own creativity and that of your colleagues.

### Content:

- What is creativity and why it is important?
- Different types of creativity and how we can all be creative
- The relationship between creativity and innovation
- Quick tools - brainstorming, reversals, metaphors

### Duration and format



Breakfast brainwaves:

- Wednesday 21 September, 8.30-10am,  
Venus 3 and 4, St Martins Place
- Thursday 13 October, 8.30-10am,  
Venus 2 and 3, St Martins Place



# Being business smart

## Mind mapping masterclass

Mind mapping is the uniquely effective tool for thinking, planning, organising and remembering. You will learn how to harness the power of this technique and apply it to help you in many aspects of your work. Mind mapping is sometimes described as the 'Swiss army knife for the brain' and you will quickly discover why!

### Content:

- What it is
- How and why it works
- How to construct Mind Maps® well every time
- How to use them effectively to make effective notes, plan and think more effectively about anything

### Duration and format



Lunchtime learners:

- Wednesday 21 September, 12-1.30pm, Venus 3 and 4, St Martins Place
- Thursday 13 October, 12-1.30pm, Venus 2 and 3, St Martins Place

## Managing and mastering time

Are you often running behind, feeling overwhelmed and worrying that you do not have enough hours in the day? This session provides practical strategies to cope with daily challenges. You will learn how to regain control, increase your efficiency throughout the day and manage your time at work and at home.

### Content:

- Coping with daily challenges which eat away at our time
- Understanding how we react to time
- The importance of prioritising and planning
- How time planning is affected by your energy and the environment around you
- Strategies to take control

### Duration and format



Teatime teaching:

- Wednesday 21 September, 2.30-4pm, Venus 3 and 4, St Martins Place
- Thursday 13 October, 2.30-4pm, Venus 2 and 3, St Martins Place

To book, go to Learning Pool - <http://slough.learningpool.com/> and click Courses, Personal Development, Being Business Smart, enrol me, and select the date you wish to attend. Your line manager will be notified of your intention to attend and will be asked to approve your request online.



# Your mandatory training - e-learning requirements for 2016/17

All employees of Slough Borough Council are expected to take personal responsibility to complete the following mandatory e-learning modules within the timescales outlined below:

Course/module	Frequency required	All staff to complete these modules by:
<b>Health and safety</b>		
Introduction to health and safety	Annually	1 June to 31 August 2016
Fire safety	Annually	
Display screen equipment	For all employees who use PCs. To be repeated after desk moves	
Office safety	Annually for those employees who work in an office environment	
<b>Safeguarding</b>		
Safeguarding adults awareness level 1	Annually	1 September to 31 October 2016
Safeguarding children refresher level 1	Annually	
<b>Security</b>		
Raising awareness of extremism, radicalisation and terrorism	Annually	1 November to 31 December 2016
Bomb procedures	To be introduced in September and annually thereafter	
<b>Information security</b>		
Information security awareness	Annually	1 January to 28 February 2017
<b>Equality</b>		
Autism awareness	Annually	1 February to 31 March 2017
Equality in the workplace	Annually	Please see equality and diversity section on page 9

The completion of these modules will be recorded by the organisational development team on a monthly basis and data submitted to the council management team (CMT) and senior management teams (SMTs) in each directorate.

If you have difficulties with logging into the e-learning system, via SBCInsite, please email [training@slough.gov.uk](mailto:training@slough.gov.uk)

# Your mandatory training - e-learning requirements for 2016/17

Here are the details on each of these modules which you will find in the 'e-learning' box in the middle of the SBCinsite homepage:

## Health and safety training:

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### Introduction to health and safety

This course is designed to give you an overview of good health and safety practice at work, describing common risks and hazards associated with the working environment and how to avoid them. It also explains that every employee has a personal duty of care to him/herself and colleagues.



E-learning

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### Fire safety

This course is designed to give you an overview of good fire safety practice at work. Identifying potential fire risks to yourself and colleagues and describing how fire starts and behaves; what to do on discovering a fire; what to do on hearing a fire alarm; and the types of fire-fighting equipment and how to use them.



E-learning

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### Display screen equipment (DSE)

This course is designed to give you an overview of good DSE practice at work. It looks at the risks of using DSE and the ways to reduce these risks. This module is for all employees who use PCs and should be repeated by current employees after desk moves.



E-learning

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### Office safety

This course is designed for all employees who work in an office environment.



E-learning

01753 875135



training@slough.gov.uk



# Your mandatory training - e-learning requirements for 2016/17

## Safeguarding training:

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### Safeguarding adults awareness level 1

The course will define adult abuse and help you to recognise some signs and symptoms of abuse as well as knowing what to do in cases of suspected abuse.



E-learning

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### Safeguarding children refresher level 1

The aim of this course is to refresh and update awareness regarding safeguarding children and to remind you of your responsibilities whenever you have a concern about a child.



E-learning

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## Security training:

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### Raising awareness of extremism, radicalisation and terrorism

Completing this module will help you to identify signs of radicalisation and understand when and how to report concerns appropriately.



E-learning

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### Bomb procedures

Details on this module will be published in the next edition of this directory.

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## Information security training:

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### Information security awareness

Information security is important because we hold a vast amount of information relating to our residents and our employees. Much of this information contains personal or private details. We have a duty to protect this from unauthorised access or exposure and need to ensure that our information is protected and handled appropriately. This course outlines the importance of information security; the main requirements of Slough Borough Council's information security policies; and offers methods of best practice.



E-learning

# Your mandatory training - e-learning requirements for 2016/17

## Equality training:

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### Autism awareness

This course will increase your awareness of autism and the autistic spectrum.



E-learning

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### Equality and diversity

#### - drama based training with the Garnett Foundation

In 2016/17, a new form of drama-based learning will be introduced to the council and all employees will be required to attend one face-to-face session.

The sessions will be led by The Garnett Foundation - [www.thegarnettfoundation.com](http://www.thegarnettfoundation.com) - who have been working with public sector organisations since 2000 on exploring the best ways of turning policies into practice.

The foundation will work with us to translate good behaviour and best practice around equality and diversity in the workplace.



### Equality in the workplace

In 2017/18, following the Garnett Foundation's session, all employees will be required to complete this e-learning module. The aim of this course is to increase awareness of equality in the workplace and to identify the expectations we have of you in terms of your behaviour. It will also give you practical help in challenging unlawful discrimination or inappropriate behaviour.

01753 875135



[training@slough.gov.uk](mailto:training@slough.gov.uk)



# Your mandatory training - classroom requirements for 2016/17

All employees in **front line** roles at Slough Borough Council are expected to take personal responsibility to complete the following mandatory training (if they have not completed it previously at SBC) by the end of 2016/17. Please review the details to see if each course is relevant to your role.

## WRAP training - workshop to raise awareness of prevent

This workshop is an introduction to the council's statutory responsibility to prevent people becoming terrorists or supporting terrorist activity. Set in a safeguarding context and covering a broad range of extremism issues, WRAP is a practical session where delegates will explore the possible signs that someone is becoming vulnerable and/or susceptible to an extremist ideology. The session will go on to examine the confidential referral and support processes which exist locally, if an employee has a personal or professional concern.

### Who is this course for?

For all employees in front line roles coming into contact with potentially vulnerable individuals and families.

### Duration and format



2 hours

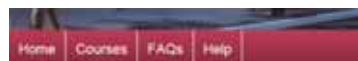
Classroom training for up to 20 delegates

- 14 September
- 20 September
- 4 October
- 12 October
- 9 November
- 16 November
- 6 December
- 13 December

### To book a place on a WRAP workshop, please follow these instructions:

Log into the e-learning zone via SBCInsite homepage with your username (normally your Slough BC email address) and Learning Pool password. If you have any difficulties, please email [training@slough.gov.uk](mailto:training@slough.gov.uk)

Next, go to the courses tab next to home on the tab bar.



You will now see a list of course categories, expand the Personal Development category and click on **WRAP Training Face to Face** to see the list of dates that have been arranged for WRAP training.

Select the date you would like to attend; you will be asked to specify the manager who will approve your booking, then simply click the Sign-up button. After your manager has approved you will receive confirmation of your booking. If you do not receive this check your manager has approved the booking. Email [training@slough.gov.uk](mailto:training@slough.gov.uk) if you need help.

# Your mandatory training - classroom requirements for 2016/17

## Safeguarding Adults Level 1

All frontline employees are required to complete this training. This training needs to be refreshed every three years. If you have any queries about whether you are up-to-date with this training, please email [training@slough.gov.uk](mailto:training@slough.gov.uk).

Safeguarding is everyone's business. This course will raise awareness about adult abuse, enabling participants to recognise abuse and know to respond appropriately. By the end of the course participants will be able to define what is adult safeguarding and why it matters, explain their responsibilities for reporting and responding to abuse and neglect, understand relevant legislation and know where to find additional information.

## Who is this course for and when?

For employees in front line roles - the specific groups are:

- Employees in the Wellbeing Directorate and frontline housing must complete the course as commensurate to their role and within three months of starting in post.
- Employees in other directorates or linked services who are in contact with the public, community based settings or who work with families on a regular basis. Examples include leisure services, MyCouncil, housing and benefits and library services employees.

## Duration and format



3½ hours - morning and afternoon sessions

Classroom training for up to 18 delegates

- 6 September, 1pm-4.30pm
- 6 December, 1pm-4.30pm
- 12 October, 9.30am-1pm
- 12 January 2017, 9.30am-1pm

Venue information will be sent with the booking confirmation. To book please complete the webform here: [www.slough.gov.uk/health-and-social-care/training-and-development.aspx](http://www.slough.gov.uk/health-and-social-care/training-and-development.aspx)

01753 875135



[training@slough.gov.uk](mailto:training@slough.gov.uk)



# Your mandatory training - classroom requirements for 2016/17

## Basic safeguarding children awareness

All frontline employees are required to complete this training. This training needs to be refreshed every three years. If you have any queries about whether you are up-to-date with this training, please email: [training@slough.gov.uk](mailto:training@slough.gov.uk)

To provide you with an awareness of safeguarding issues and clarify the expectations placed on employees when dealing with children suffering harm and/or neglect.

The course aims to provide you with the ability to define categories, signs and indicators of abuse and neglect; discuss why the child's interests are paramount; what to do in response to concerns appropriately in line with the guidance *What To Do If You're Worried A Child Is Being Abused*; Slough's approach to early help; an understanding interagency working; and local learning from serious cases.

## Who is this course for and when?

For front line employees from statutory, voluntary and independent agencies who work with children, young people, families and vulnerable adults in the Slough area and who have not previously completed any face-to-face safeguarding children training.

## Duration and format



3 hours - 9.30am-12.30pm at Beechwood Conference Centre  
Classroom training for up to 25 delegates

- 14 October
- 20 January 2017

This training is provided by the Slough Children's Services Trust. Each place costs £45 per SBC employee. To book, go to: [\\_training@scstrust.co.uk](mailto:_training@scstrust.co.uk)



01753 875135



[training@slough.gov.uk](mailto:training@slough.gov.uk)



# Management development programme (MDP) - five modules over five days

## Overview of course content

- Facilitators encourage self-learning to maximise engagement through taught sessions, discussions, exercises, reflection and input from senior leaders sharing personal experiences.
- Managers leave the programme with a set of 'tools' and 'shared language' to support effective delivery and engagement from staff and other stakeholders. In addition a 'team' culture is fostered to encourage collaborative working on resolving concerns and delivering projects.

### Who is this course for?

- It is mandatory for all managers and key officers who are responsible for translating and delivering the council's strategic outcomes. Nine cohorts have already completed the programme and there will be up to four cohorts running in 2016/17.

### Duration and format

- Facilitated by internal heads of service with support from the organisational development team for up to 15 delegates.
- The dates for Cohort 12 are as follows:
  - Module 1: Strategic Working: 19 September
  - Module 2: Managing Change: 17 October
  - Module 3: Delivery of Best Outcomes: 21 November
  - Module 4: Managing Performance: December 15
  - Module 5: Culture Change: January 17.

Please get in touch via the contact details on this page for more information.

### Key benefits from each module:

**Strategic working** - to enable managers to understand and apply strategic working to the Council's 5 year plan and see the bigger picture through joined-up working and 'leadership' at all levels.

**Managing change** - to develop existing change management capability directly or through others aligned with the corporate vision.

**Delivering best outcomes** - to support managers in thinking about their impact and outcomes with tools to enable effective work planning, problem solving and working through barriers to achieve goals.

**Managing performance** - to support managers in creating high performing individuals, teams and suppliers to achieve objectives.

**Culture change** - to understand organisational cultures and team sub-cultures, diagnose them and consider strategies for changing them.

01753 875135



training@slough.gov.uk



# Your health and safety training

All employees who are required to do this targeted training in 2016-17 will be contacted and advised by the organisational development team about training requirements and how to book a place on a course.

## Personal safety for lone workers

Lone working is a frequent occurrence within councils with employees conducting home visits, dealing with customers face-to-face or working remotely. Violent and aggressive behaviour towards employees is increasing. With hot-desking and working from home becoming more common, employees are frequently not able to draw on the support from office based colleagues. For employees who work alone this course will provide the skills to identify, de-escalate or avoid violent or aggressive situations.

### Who is this course for?

For employees who work alone either on or away from local authority premises or those who work alone from home.

### Duration and format



Classroom training for up to 16 delegates:

- 9 September, 9.30am-4.30pm, Venus Suites 3 and 4, St Martins Place
- 30 September, 9.30am-4.30pm, Venus Suite 2, St Martins Place
- 19 October, 9.30am-4.30pm, Venus Suite 2, St Martins Place
- 17 November, 9.30am-4.30pm, Venus Suite 2, St Martins Place
- 8 December, 9.30am-4.30pm, Venus Suites 3 and 4, St Martins Place
- 24 January 2017, 9.30am-4.30pm, Jupiter Suite 1, St Martins Place
- 22 February 2017, 9.30am-4.30pm, Jupiter Suite 1, St Martins Place
- 28 March 2017, 9.30am-4.30pm, Venus Suite 2, St Martins Place

The organisational team will also be in touch with specific groups of employees who require the following health and safety training:

- First aid at work
- Inspections and risk assessment
- Accident investigation
- Fire management
- Legionella awareness and management
- Working at height
- Asbestos management
- Safety management systems
- Manual handling
- COSHH

If you would like to know more about these training elements, please email [training@slough.gov.uk](mailto:training@slough.gov.uk)



To book, go to Learning Pool - <http://slough.learningpool.com/> and click Courses, Health and Safety, Lone Worker Personal Safety Face-to-Face, enrol me, and select the date you wish to attend. Your line manager will be notified of your intention to attend and will be asked to approve your request online.

# Your continuing professional development

## Recommended eLearning for frontline services

### Autism awareness eLearning

Autism is a serious, lifelong and disabling condition. Without the right support, it can have a profound - sometimes devastating - effect on individuals and families.

Autism is much more common than many people think. There are around 700,000 people in the UK living with autism - that's more than 1 in 100. If you include their families, autism touches the lives of 2.8 million people every day. (*source: National Autistic Society*)

It is a hidden disability - you can't always tell if someone has autism. This can make it more difficult for you to recognise autism and communicate appropriately with customers who are autistic.

By improving your awareness about autism, you will be better able to recognise who may be autistic, improve your communicate with them.

This eLearning course is a basic introduction to autism, with useful links and resources.

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### Carer aware eLearning

In Slough there are 12,000 people giving unpaid support to a loved one.

Are you one of them? Is one of them your customer?

"Carers provide unpaid care by looking after an ill, older or disabled family member, friend or partner. It could be a few hours a week or round the clock, in your own home or down the motorway." (*Carers UK 2015*)

This is different to providing paid professional care, or acting as a volunteer through an organisation. Carers come from all communities and are of all ages. A young carer is someone who helps look after a relative who may have a condition, such as a disability, illness, mental health condition, or a drug or alcohol problem. Many young carers look after one of their parents or grandparents or care for a brother or sister.

The Care Act 2014 has increased the rights and recognition of carers in the adult social care system by putting them on an equal footing to the person they care for.

This eLearning course provides you with information about carers and their rights, as well as links to useful resources.

To access eLearning courses: Log in to  
<http://slough.learningpool.com/>  
and click on the Social Care category



# Your continuing professional development

## Domestic abuse eLearning

Did you know:

- Seven women a month are killed by a current or former partner in England and Wales
- On average high-risk victims live with domestic abuse for 2.6 years before getting help
- 85% of victims sought help five times on average from professionals in the year before they got effective help to stop the abuse  
(Source: Saferlives)

Domestic abuse is often an underlying theme in a number of cases referred to the council, the NHS and Police services. Can you recognise the signs of domestic abuse? They are not always obvious, and people suffer abuse in different forms.

Think:

- Domestic abuse in relation to LGBT
- Domestic abuse in relation to physical or learning disabilities
- Child to parent abuse
- Female to male abuse
- Abuse featuring over a long time becoming 'normalised' behaviour between older couples

The two main Acts related to Domestic Abuse are the Domestic Violence, Crime and Victims Act 2004 and the Serious Crime Act 2015. In the last two years, legislation has been revised to include coercive control, forced marriage and honour based violence - we have a duty of care under legislation.

How can you tell if a client is suffering from abuse? You might be in a position to spot the signs, and your duty is to report your concerns.

Complete this eLearning programme to find out more about domestic abuse and the national and local resources available for support.



To access eLearning courses: Log in to <http://slough.learningpool.com/> and click on the Social Care category

# Your continuing professional development

## Dementia awareness eLearning

Key facts about dementia:

- Dementia affects over 800,000 people in the UK with numbers set to rise to over 1 million by 2021
- There are 40,000 younger people with dementia in the UK
- There are 25,000 people with dementia from black and minority ethnic groups in the UK
- Only 44% of people with dementia in England, Wales and Northern Ireland receive a diagnosis  
*(source: Alzheimer's Society 2014)*

Two thirds of people with dementia live in the community while one third live in a care home. You may come across people who have dementia - would you know what to do if they presented confused?

This is a basic dementia awareness course for all staff working in Healthcare across, Slough, who may have contact with people with dementia. This module should take approximately 30 minutes to complete.

How to access these courses:

Log in to <http://slough.learningpool.com/> and click on the Social Care category.

To access eLearning courses: Log in to  
<http://slough.learningpool.com/>  
and click on the Social Care category



# Your continuing professional development

## Project management suite

A suite of eight practical workshops facilitated by the council's 'programme management office' aimed at people managing projects as part of their normal workload but should be of benefit to anyone who wishes to develop or refresh project management skills and confidence.

### 1. Project management - half-day workshop

**Overview:** to develop skills and confidence for successful project planning, delivery and effective and efficient decisions. The workshop will focus on each stage of the project lifecycle and cover project foundations, co-ordination, monitoring and effective reporting through the implementation.

#### What you will learn:

- Understanding what a project is and how to start up successfully
- How to produce a project plan and schedule effectively
- Co-ordinating, monitoring and reporting on the project implementation
- How to review and evaluate project success

#### Who is this workshop for?

This workshop is aimed at people managing projects as part of their normal workload but should be of benefit to anyone who wishes to develop or refresh project management skills and confidence.

#### Duration and format



Classroom training for up to 8 delegates.

- 20 October 2016, 9.30am-12.30pm, Jupiter Suite 1, St Martins Place

# Your continuing professional development

## 2. How to write a project initiation document (PID)

### - lunchtime learner

**Overview:** to develop skills and confidence for writing a project initiation document once the project business case has been approved and practice completing the information in the PID template.

#### What you will learn:

- Understanding how to write a PID, present objectives, deliverables and benefits
- Know what information to include and not to include
- Tailor a PID according to the project scale
- Feeding information already produced (e.g. the business case) into the PID and using it throughout the project (e.g. risks, tolerances and communications)

#### Who is this workshop for?

This workshop is aimed at managers and anyone who is involved in writing project initiation documents.

#### Duration and format



1 hour workshop. Classroom training for up to 8 delegates.

- 14 September 2016, 12.30-1.30pm, Jupiter Suite 1, St Martins Place

To book, contact [Programme.ManagementOffice@slough.gov.uk](mailto:Programme.ManagementOffice@slough.gov.uk) with details of the workshop you wish to attend.



# Your continuing professional development

## 3. Project budget management - half-day workshop

**Overview:** to gain an understanding of effective budget management techniques and skills for building budgets at the project start and managing budgets throughout the project duration. The workshop will cover preparation, monitoring and reporting on financial performance.

### What you will learn:

- Understand two different approaches to budget building and why budget monitoring is important
- How to make cost estimates, prepare a project budget and forecast costs for the months ahead
- Review actual costs and define cost variances
- Review and report a project's financial performance and identify financial risks

### Who is this workshop for?

This workshop is aimed at anyone managing project budgets and particularly be of benefit to managers involved in budget management.

### Duration and format



2½ hour workshop. Classroom training for up to 8 delegates.

- 6 October 2016, 9.30am-12noon, Jupiter Suite 1, St Martins Place

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## 4. Communications planning - early lunchtime learner

**Overview:** to develop skills and confidence for writing stakeholder and communication plans, including who and how to communicate with key stakeholders throughout the entire project and understand why communication is key to a project's success.

### What you will learn:

- Understand why communications is key to a project's success
- Know different ways to communicate with stakeholders
- Be able to write a stakeholder and communications plan
- Understand the role of the communications team

### Who is this workshop for?

This workshop is aimed at people managing projects as part of their normal workload but should be of benefit to anyone who wishes to develop or refresh project management skills and confidence.

### Duration and format



1 hour workshop. Classroom training for up to 8 delegates.

- 9 November 2016, 11am-12noon, Jupiter Suite 1, St Martins Place



# Your continuing professional development

## 5. How to write a business case - late lunchtime learner

**Overview:** to develop skills and confidence required to write business cases at the beginning of managing a project and complete the necessary information required by senior stakeholders to make a decision on whether a project should be initiated or not.

### What you will learn:

- Know how to write a business case, what information to include and not to include
- How to present financial and non-financial benefits
- Tailor a business case according to the project scale
- Understand the project approval process - know where to send your business case to get approval to initiate a project and get it added to the project portfolio

### Who is this workshop for?

This workshop is aimed at managers and anyone who is involved in developing business cases for approval.

### Duration and format



1 hour workshop. Classroom training for up to 8 delegates.

- 14 December 2016, 2-3pm, Jupiter Suite 1, St Martins Place

To book, contact [Programme.ManagementOffice@slough.gov.uk](mailto:Programme.ManagementOffice@slough.gov.uk) with details of the workshop you wish to attend.



# Your continuing professional development

## 6. How to write a highlight report - mid-morning breakfast

**Overview:** to develop skills and confidence for writing highlight reports throughout the project lifecycle, complete the necessary information required in a highlight report, which informs stakeholders of the project progress and any key risks and issues for their attention.

### What you will learn:

- Know how to write a highlight report, what information to include and not to include
- Understand how to present risks and issues, including how to assess their RAG status
- Know how to present and report project milestones
- Understand how to present information for the attention of senior stakeholders
- Know what information is fed into the project portfolio

### Who is this workshop for?

This workshop is aimed at managers and anyone who is involved in writing highlight reports and reports on progress to CMT, the transformation board and the programme management office.

### Duration and format



1 hour workshop. Classroom training for up to 8 delegates.  
• 11 January 2017, 10-11am, Jupiter Suite 1, St Martins Place

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## 7. How to write a project brief - lunchtime learner

**Overview:** to develop skills and confidence required to write a project brief at a stage when there may not be a great deal of information and detail on how the project is going to be run. The workshop will cover when it is necessary to write a brief and what information could be needed.

### What you will learn:

- Understand the purpose of a project brief, what it is and when to use it
- Know what information to include at this stage of the project
- Know how to identify objectives, scope and deliverables

### Who is this workshop for?

This workshop is aimed at people managing projects as part of their normal workload but should be of benefit to anyone who wishes to develop or refresh project management skills and confidence.

### Duration and format



1 hour workshop. Classroom training for up to 8 delegates.  
• 8 February 2017, 12.30-1.30pm, Jupiter Suite 1, St Martins Place

# Your continuing professional development

## 8. How to close a project - lunchtime learner

**Overview:** to develop skills and confidence for closing a project effectively, handing it to business as usual and ensuring any lessons learned and follow on actions are captured.

### What you will learn:

- Understand when you can close a project and know the importance of capturing lessons learned
- Know how to write an end project and lessons learned report
- Understand the importance of capturing follow on actions and handing over to business as usual
- Gain knowledge of the benefits realisation phase of a project

### Who is this workshop for?

This workshop is aimed at people managing projects as part of their normal workload but should be of benefit to anyone who wishes to develop or refresh project management skills and confidence.

### Duration and format



1 hour workshop. Classroom training for up to 8 delegates.

- 8 March 2017, 12.30-1.30pm, Jupiter Suite 1, St Martins Place

To book, contact [Programme.ManagementOffice@slough.gov.uk](mailto:Programme.ManagementOffice@slough.gov.uk) with details of the workshop you wish to attend.



# Senior leadership development

## Overview of course content

- The senior leadership team (SLT) has attended a series of bespoke master classes entitled *leading self and others through change* from April to June. It is a bespoke training programme to support them to be more resilient in the current local government climate of unprecedented challenge and change
- SLT and other leaders in the council were brought up-to-date in respect of using social media in networking more widely at a half-day workshop in May. Robert Peasnell, a communications expert, led the session.
- Highly-experienced local government leads, Adrian Pritchard and George Thorley, led a one-day workshop entitled *creating an entrepreneurial culture*. This workshop supported senior leaders to manage their way through the substantial cuts in local government and how these can be offset by developing new entrepreneurial skills across the workforce.

All these master class topics are being taken forward through projects driven by the Five Year Plan outcomes.

Further senior leadership team master classes are being planned for 2017.

### Key benefits from each module:

- **Leading self and others through change:** This learning will be shared throughout the council through the promotion of employee resilience and wellbeing.
- **Use of social media in Local Government:** Attendees will be tasked to be good role models and advocates in respect of the use of social media in their teams.
- **Creating an entrepreneurial culture:** To enhance the council's leadership capacity to develop and lead increasing entrepreneurial services.



## Fit for the Future - your training needs answered