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| **E- Learning Course Catalogue** |  |  |  |  |  |  |
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| Updated May 2021 |  |  |  |  |  |  |
| **Learn at a pace that suits you, from work or from home! The system is designed to keep your place if you don't have time to complete a course. It will give you the option to begin the course again or** | | | |  |  |  |
| **From where you last logged off and will keep a record of your personal learning.** | | | |  |  |  |
|  | |  |  |  |  |  |
| **All courses highlighted in RED are the new Bitesize courses!** |  |  |  |  |  |  |
| **All courses highlighted in BLUE are the new Council specific courses!** |  |  |  |  |  |  |
|  |  |  |  |  |  |  |
| **Mandatory Courses (including Snr Mgt Training Matrix)** | **Duration** |  |  |  |  |  |
| **GDPR** |  |  |  |  |  |  |
| Data Protection - GDPR | 20 mins |  |  |  |  |  |
|  |  |  |  |  |  |  |
| **Display Screen Equipment** |  |  |  |  |  |  |
| Display Screen Equipment Module | 10 mins |  |  |  |  |  |
|  |  |  |  |  |  |  |
| **Fire Safety** |  |  |  |  |  |  |
| Fire Safety Guidance on ICON | Web Page |  |  |  |  |  |
| Fire Safety Module | 15 mins |  |  |  |  |  |
|  |  |  |  |  |  |  |
| **Induction (must be completed on 1st day)** |  |  |  |  |  |  |
| Health & Safety Induction Course (General) | 45 mins |  |  |  |  |  |
| Inverclyde Council Corporate Induction Programme | 90 mins |  |  |  |  |  |
| Information Security (for PC Users only) | 40 mins |  |  |  |  |  |
| Information Governance - An Introduction | 30 mins |  |  |  |  |  |
| Data Protection - GDPR | 20 mins |  |  |  |  |  |
|  |  |  |  |  |  |  |
| **Senior Management Training Matrix Mandatory Courses** |  |  |  |  |  |  |
| Information Governance - An Introduction | 30 mins |  |  |  |  |  |
| Equality and Diversity Awareness Training | 60 mins |  |  |  |  |  |
| Information Security (for PC Users Only) | 40 mins |  |  |  |  |  |
| Records Management | 30 mins |  |  |  |  |  |
| Fire Safety Module | 15 mins |  |  |  |  |  |
|  |  |  |  |  |  |  |
| **Please see the Training Matrix under Useful Guidance on ICON for** |  |  |  |  |  |  |
| **mandatory courses for Grade 10 (K) and above.** | |  |  |  |  |  |
|  |  |  |  |  |  |  |
| **Health, Safety and Welfare** |  |  |  |  |  |  |
| **Dangerous Substances** |  |  |  |  |  |  |
| Asbestos Awareness | 60 mins |  |  |  |  |  |
| Dangerous Substances Module | 10 mins |  |  |  |  |  |
|  |  |  |  |  |  |  |
| **Display Screen Equipment** |  |  |  |  |  |  |
| Display Screen Equipment Module | 10 mins |  |  |  |  |  |
|  |  |  |  |  |  |  |
| **Driving at Work** |  |  |  |  |  |  |
| Driving at Work Module | 10 mins |  |  |  |  |  |
|  |  |  |  |  |  |  |
| **Electricity** |  |  |  |  |  |  |
| Electricity Module | 10 mins |  |  |  |  |  |
|  |  |  |  |  |  |  |
| **Environmental & Commercial Services** |  |  |  |  |  |  |
| New Garage - Pottery Street |  |  |  |  |  |  |
|  |  |  |  |  |  |  |
| **First Aid** |  |  |  |  |  |  |
| First Aid Module | 10 mins |  |  |  |  |  |
|  |  |  |  |  |  |  |
| **Fire Safety** |  |  |  |  |  |  |
| Fire Safety Guidance on ICON | Web Page |  |  |  |  |  |
| Fire Module | 10 mins |  |  |  |  |  |
|  |  |  |  |  |  |  |
| **Food Hygiene** |  |  |  |  |  |  |
| Basic Food Hygiene | 25 mins |  |  |  |  |  |
| Food Allergy Module | 10 mins |  |  |  |  |  |
| Food-Borne Illness Module | 10 mins |  |  |  |  |  |
| Food Law Module | 10 mins |  |  |  |  |  |
| Food Safety Hazard Module | 10 mins |  |  |  |  |  |
| Food Safety Introduction Module | 10 mins |  |  |  |  |  |
| Food Safety Management Module | 10 mins |  |  |  |  |  |
| Hygiene Premises Module | 10 mins |  |  |  |  |  |
| Temperature Control Module | 10 mins |  |  |  |  |  |
| Personal Hygiene Module | 10 mins |  |  |  |  |  |
|  |  |  |  |  |  |  |
| **Health and Safety Management** |  |  |  |  |  |  |
| Everyday Energy Module | 15 mins |  |  |  |  |  |
| Health and Safety Introduction Module | 10 mins |  |  |  |  |  |
| Healthy Workplaces for all ages | Web Page |  |  |  |  |  |
| Management of Health and Safety |  |  |  |  |  |  |
| Mental Health | 15 mins |  |  |  |  |  |
|  |  |  |  |  |  |  |
| **Managing Conflict** |  |  |  |  |  |  |
| Body Language Module | 10 mins |  |  |  |  |  |
| How to be Assertive Module | 10 mins |  |  |  |  |  |
| Assertiveness Skills and Techniques | 12 mins |  |  |  |  |  |
| Conflict Skills and Techniques | 12 mins |  |  |  |  |  |
| Communicating Under Pressure Module | 10 mins |  |  |  |  |  |
| Dealing with Aggression | One Page |  |  |  |  |  |
| Dealing with an Impasse | One Page |  |  |  |  |  |
| Dealing with Conflict Module | 10 mins |  |  |  |  |  |
| Dealing with Violence and Aggression at Work | 40 mins |  |  |  |  |  |
| Negotiation Skills Module | 10 mins |  |  |  |  |  |
| Negotiation Skills and Techniques | 25 mins |  |  |  |  |  |
| Resolving Conflict | One Page |  |  |  |  |  |
| Unconscious Signals | One Page |  |  |  |  |  |
| What is Assertiveness? | 40 mins |  |  |  |  |  |
| What is Conflict Management? | 20 mins |  |  |  |  |  |
| What's Not Being Said Module | 10 mins |  |  |  |  |  |
|  |  |  |  |  |  |  |
| **Manual Handling** |  |  |  |  |  |  |
| Manual Handling Module | 10 mins |  |  |  |  |  |
|  |  |  |  |  |  |  |
| **Slips, Trips and Falls** |  |  |  |  |  |  |
| Slips & Trips Module | 10 mins |  |  |  |  |  |
| Slips, Trips and Falls on ICON | Web Page |  |  |  |  |  |
| STEP | Web Page |  |  |  |  |  |
|  |  |  |  |  |  |  |
| **Protecting the Environment** |  |  |  |  |  |  |
| Public Bodies Climate Change Duties |  |  |  |  |  |  |
| Sustainability Module | 10 mins |  |  |  |  |  |
|  |  |  |  |  |  |  |
| **Stress** |  |  |  |  |  |  |
| Stress Info on ICON | Web Page |  |  |  |  |  |
| Encouraging Participation | 35 mins |  |  |  |  |  |
| Building Trust and Motivation | 35 mins |  |  |  |  |  |
| Life Preservers | One Page |  |  |  |  |  |
| Recognising Stress | 40 mins |  |  |  |  |  |
| Dealing with Stress Module | 10 mins |  |  |  |  |  |
| Stress Management | One Page |  |  |  |  |  |
|  |  |  |  |  |  |  |
| **Vibration** |  |  |  |  |  |  |
| HAVS Awareness for Managers | 90 mins |  |  |  |  |  |
|  |  |  |  |  |  |  |
| **Workplace Wellbeing** |  |  |  |  |  |  |
| Benefits of Good Sleep Module | 15 mins |  |  |  |  |  |
| Competition Law | 15 mins |  |  |  |  |  |
| Healthy Living Module | 15 mins |  |  |  |  |  |
| Impact & Influencing Module | 15 mins |  |  |  |  |  |
| Keeping Active At Work - Combating Sedentary Behaviour | 25 mins |  |  |  |  |  |
| Life Balance Module | 15 mins |  |  |  |  |  |
| Managing Emotions Module | 10 mins |  |  |  |  |  |
| Mental Health Improvement and Suicide Prevention | 25 mins |  |  |  |  |  |
| Mindfulness Module | 10 mins |  |  |  |  |  |
| Mindset Module | 10 mins |  |  |  |  |  |
| Personal Agility Module | 10 mins |  |  |  |  |  |
| Positive Thinking Module | 15 mins |  |  |  |  |  |
| Positive Perspective Module | 15 mins |  |  |  |  |  |
| Relaxation Module | 15 mins |  |  |  |  |  |
| Resilience Module | 15 mins |  |  |  |  |  |
| Value and Purpose Module | 15 mins |  |  |  |  |  |
| Workplace Bullying Module | 15 mins |  |  |  |  |  |
| Winter Wellbeing Module | 15 mins |  |  |  |  |  |
|  |  |  |  |  |  |  |
| **Winter Maintenance** |  |  |  |  |  |  |
| Snow and Ice Clearing | 30 mins |  |  |  |  |  |
|  |  |  |  |  |  |  |
| **Human Resources** |  |  |  |  |  |  |
| **Policy and Procedures** |  |  |  |  |  |  |
| Family Friendly Policy | 30 mins |  |  |  |  |  |
| Dealing with Employee Complaints | 60 mins |  |  |  |  |  |
| Investigation Skills | 60 mins |  |  |  |  |  |
| Managing Attendance | 90 mins |  |  |  |  |  |
| Managing Employee Conduct | 35 mins |  |  |  |  |  |
| Recruitment & Selection | 40 mins |  |  |  |  |  |
|  |  |  |  |  |  |  |
| **Recruitment Portal** |  |  |  |  |  |  |
| E-Recruitment for Managers - TalentLink | 60 mins |  |  |  |  |  |
| **Job Evaluation**  Job Evaluation: Legislation |  |  |  |  |  |  |
| 20 mins |
|  |
| **Desirable for Managers** |  |  |  |  |  |  |
| Customer & Service User Complaint Handling Procedure | 30 mins |  |  |  |  |  |
| Corporate Risk Management | 40 mins |  |  |  |  |  |
| Project Management Module | 10 mins |  |  |  |  |  |
| Family Friendly Policy | 30 mins |  |  |  |  |  |
| Local Government Procurement | 30 mins |  |  |  |  |  |
|  |  |  |  |  |  |  |
| **About our Council** |  |  |  |  |  |  |
| **Benefits and Welfare** |  |  |  |  |  |  |
| Welfare Reform | 90 mins |  |  |  |  |  |
|  |  |  |  |  |  |  |
| **Elections** |  |  |  |  |  |  |
| Polling Staff Training | 30 mins |  |  |  |  |  |
|  |  |  |  |  |  |  |
| **Equality courses** |  |  |  |  |  |  |
| Age Module | 10 mins |  |  |  |  |  |
| Autism Spectrum Disorder Basic Awareness | 30 mins |  |  |  |  |  |
| Disability Module | 10 mins |  |  |  |  |  |
| Equality and Diversity Awareness Training | 60 mins |  |  |  |  |  |
| Equality and Diversity Introduction Module | 10 mins |  |  |  |  |  |
| Gender Reassignment Module | 10 mins |  |  |  |  |  |
| Marriage and Civil Partnership Module | 10 mins |  |  |  |  |  |
| Modern Day Slavery | 10 mins |  |  |  |  |  |
| Pregnancy and Maternity Module | 10 mins |  |  |  |  |  |
| Race Module | 10 mins |  |  |  |  |  |
| Religion or Belief Module | 10 mins |  |  |  |  |  |
| Sex Discrimination Module | 10 mins |  |  |  |  |  |
| Sexual Orientation Module | 10 mins |  |  |  |  |  |
| Unconscious Bias Module | 15 mins |  |  |  |  |  |
|  |  |  |  |  |  |  |
| **Procurement** |  |  |  |  |  |  |
| Local Government Procurement | 30 mins |  |  |  |  |  |
|  |  |  |  |  |  |  |
| **Providing a Quality Service** |  |  |  |  |  |  |
| A Balancing Act Module | 15 mins |  |  |  |  |  |
| Active Listening Module | 10 mins |  |  |  |  |  |
| Active Listening - Reminder | One Page |  |  |  |  |  |
| Caring for your Customers | 90 mins | & Test |  |  |  |  |
| Communication Channels | One Page |  |  |  |  |  |
| Communicating with Respect Module | 15 mins |  |  |  |  |  |
| Customer & Service User Complaint Handling Procedure | 30 mins |  |  |  |  |  |
| Handling Complaints Module | 10 mins |  |  |  |  |  |
| How Individuals Differ | 45 mins |  |  |  |  |  |
| Putting Customers First | 90 mins | & Test |  |  |  |  |
| Quality Customer Care | 90 mins |  |  |  |  |  |
| Quality in Practice | 90 mins | & Test |  |  |  |  |
| Questioning | One Page |  |  |  |  |  |
| Asking the Right Questions Module | 10 mins |  |  |  |  |  |
| Setting Standards | 40 mins |  |  |  |  |  |
|  |  |  |  |  |  |  |
| **Elected Members** |  |  |  |  |  |  |
| **Elected Members Induction** |  |  |  |  |  |  |
| Elected Members Induction | 90 mins |  |  |  |  |  |
| Code of Conduct for Elected Members | 20 mins |  |  |  |  |  |
|  |  |  |  |  |  |  |
| **HSCP Courses** |  |  |  |  |  |  |
| **Children & Families** |  |  |  |  |  |  |
| An Introduction to the Children's Hearings (Scotland) Act 2011 | 90 mins |  |  |  |  |  |
| Promoting Positive Behaviour - Legislation and Guidance | 30 mins |  |  |  |  |  |
|  |  |  |  |  |  |  |
| **Community Care** |  |  |  |  |  |  |
| Autism Spectrum Disorder Basic Awareness | 30 mins |  |  |  |  |  |
| Dementia Basic Awareness - Module 1 | 90 mins |  |  |  |  |  |
| Dementia Basic Awareness - Module 2 | 90 mins |  |  |  |  |  |
| Dementia Friends Registration Course | 15 mins |  |  |  |  |  |
|  |  |  |  |  |  |  |
| **Social Work Theory and Practice** |  |  |  |  |  |  |
| Crisis Intervention | 20 mins |  |  |  |  |  |
| Introduction to Protection Minute Taking - Module 1 | 30 mins |  |  |  |  |  |
|  |  |  |  |  |  |  |
| **GIRFEC** |  |  |  |  |  |  |
| **Getting It Right For Every Child** |  |  |  |  |  |  |
| GIRFEC in Inverclyde - General | 30 mins |  |  |  |  |  |
| GIRFEC Specific Workforce | 30 mins |  |  |  |  |  |
|  |  |  |  |  |  |  |
| **Civil Contingencies** |  |  |  |  |  |  |
| **Emergency Planning** |  |  |  |  |  |  |
| Protect Against Terrorism | 20 mins |  |  |  |  |  |
| Introduction to Prevent - E-Learning Package | 20 mins |  |  |  |  |  |
|  |  |  |  |  |  |  |
| **Risk Management** |  |  |  |  |  |  |
| Corporate Risk Management | 40 mins |  |  |  |  |  |
| Planning for a Crisis Module | 10 mins |  |  |  |  |  |
|  |  |  |  |  |  |  |
| **I.T. Skills** |  |  |  |  |  |  |
| *Courses are not listed individually. Each listing in this section shows the total time to complete* | | |  |  |  |  |
| *all courses within the relevant topic area, with individual courses taking around 20-30 mins each.* | | |  |  |  |  |
|  |  |  |  |  |  |  |
| **Internet Skills** |  |  |  |  |  |  |
| SQA Digital IT Guides (Various) | 4hrs |  |  |  |  |  |
|  |  |  |  |  |  |  |
| **Office 2010** |  |  |  |  |  |  |
| Excel 2010 - Beginners (Various) | 7hrs 10mins | |  |  |  |  |
| Excel 2010 - Intermediate (Various) | 6hrs 15mins | |  |  |  |  |
| Outlook 2010 - Beginners (Various) | 7hrs 10mins | |  |  |  |  |
| Outlook 2010 - Intermediate (Various) | 6hrs 40mins | |  |  |  |  |
| PowerPoint 2010 - Beginners (Various) | 5hrs 25mins | |  |  |  |  |
| PowerPoint 2010 - Intermediate (Various) | 5hrs 50mins | |  |  |  |  |
| Word 2010 - Beginners (Various) | 7hrs 10mins | |  |  |  |  |
| Word 2010 - Intermediate (Various) | 8hrs 55mins | |  |  |  |  |
|  |  |  |  |  |  |  |
| **Competency Courses** |  |  |  |  |  |  |
| **Budgeting and Finance** |  |  |  |  |  |  |
| Budgeting Basics module | 15 mins |  |  |  |  |  |
| Managing Your Budget | 90 mins | & Test |  |  |  |  |
| Preparing Your Budget | 90 mins | & Test |  |  |  |  |
| Understanding Balance Sheets | 90 mins | & Test |  |  |  |  |
| Understanding Profit and Loss | 90 mins | & Test |  |  |  |  |
|  |  |  |  |  |  |  |
| **Change Management** |  |  |  |  |  |  |
| Understanding Brand and Reputation Module | 15 mins |  |  |  |  |  |
| Building Personal Resilience | One Page |  |  |  |  |  |
| Challenging the Status Quo | 15 mins |  |  |  |  |  |
| Difficult Decisions | 25-30 mins |  |  |  |  |  |
| Embracing Change | 45 mins |  |  |  |  |  |
| Experiencing Change | 15 mins |  |  |  |  |  |
| Force-Fields and Change | One Page |  |  |  |  |  |
| Gaining Buy-in | 25-30 mins |  |  |  |  |  |
| Kotter's Eight Steps to Change | One Page |  |  |  |  |  |
| Leading People Through Change | 45 mins |  |  |  |  |  |
| Making Adaptable Decisions | One Page |  |  |  |  |  |
| Making the Change | 15 mins |  |  |  |  |  |
| Moving Forward | One Page |  |  |  |  |  |
| Organisational Culture | 25-30 mins |  |  |  |  |  |
| Roadblocks to Change | One Page |  |  |  |  |  |
| Seeing Change Through | 15 mins |  |  |  |  |  |
| Supporting the Strategy | One Page |  |  |  |  |  |
| The Change Curve | One Page |  |  |  |  |  |
| The Need for Strategy | 15 mins |  |  |  |  |  |
| The Reputation Quotient | One Page |  |  |  |  |  |
| Thriving in Change | 15 mins |  |  |  |  |  |
|  |  |  |  |  |  |  |
| **Management Support** |  |  |  |  |  |  |
| Appraisal Interviewing | 90 mins | & Test |  |  |  |  |
| Average Performers | One Page |  |  |  |  |  |
| Building Trust | One Page |  |  |  |  |  |
| Career Planning and Performance Management | 15 mins |  |  |  |  |  |
| Challenging Performance | 25-30 mins |  |  |  |  |  |
| Disengaging Employees | 15 mins |  |  |  |  |  |
| Inducting a New Team Member Module | 15 mins |  |  |  |  |  |
| Empowering Poor Performers | One Page |  |  |  |  |  |
| Giving Feedback | One Page |  |  |  |  |  |
| Improving Performance | 25-30 mins |  |  |  |  |  |
| Levels of Performance | 25-30 mins |  |  |  |  |  |
| Mentally Healthy Workplaces (Management Course) | 40 mins |  |  |  |  |  |
| Monitoring and Appraising Performance | 50 mins |  |  |  |  |  |
| Monitoring Performance | 25-30 mins |  |  |  |  |  |
| Performance Management Module | 15 mins |  |  |  |  |  |
| Planning for Team Succession | One Page |  |  |  |  |  |
| Responses to Feedback | One Page |  |  |  |  |  |
| Rewards | One Page |  |  |  |  |  |
| Setting Goals | 25-30 mins |  |  |  |  |  |
| Succession Planning and Performance Management | 15 mins |  |  |  |  |  |
| Workplace Ethics Module | 15 mins |  |  |  |  |  |
|  |  |  |  |  |  |  |
| **Written communication** |  |  |  |  |  |  |
| An Introduction to Report Writing | 25-30 mins |  |  |  |  |  |
| Best Practice for Effective Business Writing | 90 mins | & Test |  |  |  |  |
| Effective Writing Module | 10 mins |  |  |  |  |  |
| Introduction to Minute Writing | 15 mins |  |  |  |  |  |
| Preparing your Report module | 15 mins |  |  |  |  |  |
| Report Writing | 90 mins | & Test |  |  |  |  |
| Reports Checklist | One Page |  |  |  |  |  |
| Style Points | One Page |  |  |  |  |  |
| Email Etiquette | 10 mins |  |  |  |  |  |
| Writing a Report module | 15 mins |  |  |  |  |  |
| Writing E-Mails module | One Page |  |  |  |  |  |
|  |  |  |  |  |  |  |
| **Developing Yourself** |  |  |  |  |  |  |
| **Career Development** |  |  |  |  |  |  |
| Career Planning Module | 15 mins |  |  |  |  |  |
| First Impressions Module | 15 Mins |  |  |  |  |  |
| Networking Module | 15 mins |  |  |  |  |  |
|  |  |  |  |  |  |  |
| **Communication Skills** |  |  |  |  |  |  |
| Communicating a Shared Purpose | 25-30 mins |  |  |  |  |  |
| Communicating with Emotional Intelligence Module | 15 mins |  |  |  |  |  |
| Communicating Under Pressure Module | 10 mins |  |  |  |  |  |
| Confidence Module | 10 mins |  |  |  |  |  |
| Expressing Yourself Module | 10 mins |  |  |  |  |  |
| Giving Presentations | 90 mins | & Test |  |  |  |  |
| Great Conversations Module | 15 mins |  |  |  |  |  |
| Hiring Right First Time Module | 15 mins |  |  |  |  |  |
| Influencing Behaviour | 25-30 mins |  |  |  |  |  |
| Influencing Techniques and Skills | 35 mins |  |  |  |  |  |
| Planning Your Communication | 25-30 mins |  |  |  |  |  |
| Presenting Data Module | 15 mins |  |  |  |  |  |
| Presenting with Confidence Module | 10 mins |  |  |  |  |  |
| Speaking and Listening Skills | 30-40 mins |  |  |  |  |  |
| Telephone Manner Module | 10 mins |  |  |  |  |  |
| Tips for the Interviewee Module | 15 mins |  |  |  |  |  |
| What is Influencing? | 35 mins |  |  |  |  |  |
| Workplace Diplomacy Module | 10 mins |  |  |  |  |  |
|  |  |  |  |  |  |  |
| **Literacy and Numeracy Skills** |  |  |  |  |  |  |
| Community Learning and Development | 40 mins |  |  |  |  |  |
| Persuading with Numbers | 90 mins | & Test |  |  |  |  |
| Spelling and Punctuation | 15 mins |  |  |  |  |  |
| The English Sentence | 15 mins |  |  |  |  |  |
| Working with Numbers | 90 mins | & Test |  |  |  |  |
|  |  |  |  |  |  |  |
| **Make the Most of Yourself** |  |  |  |  |  |  |
| Accentuate the Positive | 25-30 mins |  |  |  |  |  |
| Better Judgements Module | 15 mins |  |  |  |  |  |
| Caring Counts | Web Page |  |  |  |  |  |
| Centering: Relaxing and Thinking Clearly | One Page |  |  |  |  |  |
| Changing Behaviours Module | 15 mins |  |  |  |  |  |
| Clarifying Your Goals | One Page |  |  |  |  |  |
| Creativity Module | 10 mins |  |  |  |  |  |
| CSMART for Business and Personal Objectives | One Page |  |  |  |  |  |
| Decide what you Want | 25-30 mins |  |  |  |  |  |
| Establishing Individual Priorities | 20 mins |  |  |  |  |  |
| Managing Personal Finance Module | 15 mins |  |  |  |  |  |
| Managing Yourself | 90 mins | & Test |  |  |  |  |
| Planning Your Own Development Module | 10 mins |  |  |  |  |  |
| Positive Visualisation | One Page |  |  |  |  |  |
| Present Your Brand | One Page |  |  |  |  |  |
| Recognise Your Style | 25-30 mins |  |  |  |  |  |
| Reframing your Life Story | One Page |  |  |  |  |  |
| Setting Personal Goals | One Page |  |  |  |  |  |
| Take Responsibility | 25-30 mins |  |  |  |  |  |
| Taking Decisions | One Page |  |  |  |  |  |
| Where are you Going? | 25 mins |  |  |  |  |  |
|  |  |  |  |  |  |  |
| **Time Management** |  |  |  |  |  |  |
| Address Your Time Stealers | 25-30 mins |  |  |  |  |  |
| Dealing with Interruptions | One Page |  |  |  |  |  |
| Identify Your Priorities | 25-30 mins |  |  |  |  |  |
| Improve Your Time Effectiveness | 25-30 mins |  |  |  |  |  |
| Making Time | 10 mins |  |  |  |  |  |
| People and Time Management | 35 mins |  |  |  |  |  |
| Prioritising Your Time: Urgent Vs. Important | One Page |  |  |  |  |  |
| Productivity Module | 15 mins |  |  |  |  |  |
| Putting Things Off | One Page |  |  |  |  |  |
| Time Management Module | 10 mins |  |  |  |  |  |
| Time Management and You | 30 mins |  |  |  |  |  |
| Time Planning | One Page |  |  |  |  |  |
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|  |  |  |  |  |  |  |
| **Literacies** |  |  |  |  |  |  |
| Awareness of Workplace Literacies (CLD Only) |  |  |  |  |  |  |
|  |  |  |  |  |  |  |
| **Leadership Skills** |  |  |  |  |  |  |
| **I.S. Leadership Programme** |  |  |  |  |  |  |
| Challenging Yourself | 20-30 mins |  |  |  |  |  |
| Communicating Effectively as a Leader | 20-30 mins |  |  |  |  |  |
| Critical Thinking Module | 15 mins |  |  |  |  |  |
| Influencing Skills | 20-30 mins |  |  |  |  |  |
| Managing Multiple Priorities | 20-30 mins |  |  |  |  |  |
| Understanding Conflict | 20-30 mins |  |  |  |  |  |
| Working with Consultants and Advisors | 20-30 mins |  |  |  |  |  |
|  |  |  |  |  |  |  |
| **Developing Employees** |  |  |  |  |  |  |
| Alternatives to Coaching | One Page |  |  |  |  |  |
| Barriers to Coaching | One Page |  |  |  |  |  |
| Coaching Module | 10 mins |  |  |  |  |  |
| Coaching and Mentoring Module | 10 mins |  |  |  |  |  |
| Coaching You | One Page |  |  |  |  |  |
| Coaching Style | One Page |  |  |  |  |  |
| One-to-One Training | 90 mins |  |  |  |  |  |
| Training and Developing Others | 30 mins |  |  |  |  |  |
| Training for Non-Trainers | 15 mins |  |  |  |  |  |
|  |  |  |  |  |  |  |
| **Leadership Skills** |  |  |  |  |  |  |
| Assertive Manager | 90 mins | & Test |  |  |  |  |
| Creating a Positive Environment | 20 mins |  |  |  |  |  |
| Decision Making Module | 10 mins |  |  |  |  |  |
| Delegating | One Page |  |  |  |  |  |
| Developing Leadership | 15 mins |  |  |  |  |  |
| DISC - a Model of Behaviour | One Page |  |  |  |  |  |
| Disciplinary Procedures | 35 mins |  |  |  |  |  |
| Do or Delegate | 90 mins | & Test |  |  |  |  |
| Effective Delegation Module | 10 mins |  |  |  |  |  |
| Effective Meetings Module | 10 mins |  |  |  |  |  |
| Empathy Module | 15 mins |  |  |  |  |  |
| Influencing Skills | 15 mins |  |  |  |  |  |
| Lead by Example Leading | 25-30 mins |  |  |  |  |  |
| Making Objectives Happen | 15 mins |  |  |  |  |  |
| Making Sense of Information | 15 mins |  |  |  |  |  |
| Managing and Chairing Meetings | 15-20 mins |  |  |  |  |  |
| Managing Virtual Teams Module | 10 mins |  |  |  |  |  |
| Mentoring Module | 10 mins |  |  |  |  |  |
| Monitoring | One Page |  |  |  |  |  |
| Motivation and Effective Feedback Module | 15 mins |  |  |  |  |  |
| Negotiating and Reaching an Agreement | 40 mins |  |  |  |  |  |
| Operational Agility Module | 10 mins |  |  |  |  |  |
| Planning & Monitoring Team Performance Module | 15 mins |  |  |  |  |  |
| Problem Solving | 15 mins |  |  |  |  |  |
| Problem Solving Decision Making | 30 mins |  |  |  |  |  |
| Project Management Module | 10 mins |  |  |  |  |  |
| Recognising Problems | 30 mins |  |  |  |  |  |
| Recruiting | 25 mins |  |  |  |  |  |
| Running a Meeting | One Page |  |  |  |  |  |
| Setting Objectives | 15 mins |  |  |  |  |  |
| Supporting a Positive Environment | 20 mins |  |  |  |  |  |
| Taking Action Module | 15 mins |  |  |  |  |  |
| Taking the Lead Module | 10 mins |  |  |  |  |  |
| The Effective Leader Module | 10 mins |  |  |  |  |  |
| Understanding Leadership | 90 mins | & Test |  |  |  |  |
|  |  |  |  |  |  |  |
| **Team Building** |  |  |  |  |  |  |
| Agreeing Team Tasks | 35 mins |  |  |  |  |  |
| Benefits of Team Working | 25-30 mins |  |  |  |  |  |
| Collaborative Working Module | 15 mins |  |  |  |  |  |
| Empowering Your Team | One Page |  |  |  |  |  |
| Find your Role Module | 10 mins |  |  |  |  |  |
| Performance Troubleshooting | 15 mins |  |  |  |  |  |
| Relationship Building Module | 15 mins |  |  |  |  |  |
| Remote Working Module | 15 mins |  |  |  |  |  |
| Team Building | 90 mins |  |  |  |  |  |
| Working as Part of a Team | 40 mins |  |  |  |  |  |
| Working in Teams Module | 10 mins |  |  |  |  |  |
| Working with Different Types of People | One Page |  |  |  |  |  |
|  |  |  |  |  |  |  |
| **Information Portal** |  |  |  |  |  |  |
| **Newsletters** |  |  |  |  |  |  |
| SA No 30 Slips Trips and Falls 02-16.pdf | One Page |  |  |  |  |  |
|  |  |  |  |  |  |  |
| **Information Security & Governance** |  |  |  |  |  |  |
| **Information Security** |  |  |  |  |  |  |
| Cyber Security | 10 mins |  |  |  |  |  |
| Data Breach Training | 30 mins |  |  |  |  |  |
| Data Protection Impact Assessment Training | 30 mins |  |  |  |  |  |
| Introduction to Data Protection - 2018 | 15 mins |  |  |  |  |  |
| Freedom of Information (FOI) | 30 mins |  |  |  |  |  |
| Freedom of Information Scotland Module | 15 mins |  |  |  |  |  |
| Information Risk and Information Asset Management | 45 mins |  |  |  |  |  |
| Information Security (for PC Users only) | 40 mins |  |  |  |  |  |
| Protective Marking and Sharing Information | 20 mins |  |  |  |  |  |
|  |  |  |  |  |  |  |
| **Governance** |  |  |  |  |  |  |
| Anti-Bribery | 40 mins |  |  |  |  |  |
| Anti-Money Laundering | 10 mins |  |  |  |  |  |
| Bribery Awareness | 10 mins |  |  |  |  |  |
| Information Governance - An Introduction | 30 mins |  |  |  |  |  |
| On the Fiddle | 20 mins |  |  |  |  |  |
| Records Management | 30 mins |  |  |  |  |  |
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