



We know Business

Ibec Academy
Programmes 2021

“ We worked with Ibec on designing a customised, accredited leadership programme for our managers which focused on key skills, competencies and constructive feedback.

The programme was delivered professionally and effectively, and we remain solid fans of Ibec Training.”

Michael Murphy,
Bord Bia, Organisation and Industry Talent Director

Welcome



Jenny Hayes
Head of Ibec Academy

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We recognise that the current COVID-19 pandemic has changed how we all work, live and interact, so we have adapted our suite of programmes accordingly.

Ibec Management Training offers a range of impactful, practical and applied courses to help your people perform at their best. Ibec's extensive history and experience in the areas of business, HR, management and OHS, informs the programmes we deliver. We advise and represent companies every day, so we know the real issues that employers face. This ensures the learning is real and can be applied in practice.

Our strategic partnership with TU Dublin means that many of our courses are also accredited, giving your people a recognised award, as well as building their skills and knowledge. Our range of courses, all of which are now available on line for 2021, focus on helping your people to develop and grow in these areas, equipping them with the skills, knowledge and confidence that they need to thrive.

We can also tailor all of the programmes outlined in our 2021 brochure, to suit your people and organisation. I would be delighted to talk to you about the Learning and Development needs of your people for the year ahead.

Our credentials

About Us

- Over 30 years developing managers
- Innovative portfolio of customised programmes, online courses, seminars and short courses nationwide
- 70 highly qualified facilitators
- Excellent customer satisfaction and repeat business

Our Accreditations

- 14 years of ISO accreditation
- Many of our programmes are accredited by Technological University Dublin, European Mentoring and Coaching Council, Mediators Institute of Ireland, Quality & Qualifications Ireland, the Pre-Hospital Emergency Care Council and are on the National Framework of Qualifications

Our Graduates

- Over 12,000 managers developed over 2019/2020
- 750 graduates from accredited programmes

Our Programmes

- 470 customised programmes across 2019/2020
- 28 accredited programmes
- 290 public programmes

Talk to us about a customised programme

Why Choose Ibec Academy for your Customised Solution

1. Our approach is practical but effective
2. We work with you to identify what's needed, delivering real results
3. We share best practice examples and focus on the real issues you face
4. TU Dublin is our strategic partner, so our courses can also be accredited

Some of the areas we specialise in:

- Managing People and Performance
- HRM, Employment Law and Employee Relations
- Personal and Executive Development
- Graduate Development
- Dignity, Diversity and Inclusion
- Occupational Health, Safety and Wellbeing
- Leadership development

Our Approach

1. Discovery

We work with you to design a practical programme with actionable takeaways that allow participants to embed the learning in a practical way

2. Design

We work with you to design a practical programme with actionable takeaways that allow participants to embed the learning in a practical way

3. Delivery

We match the right trainer to your organisation who will support your people in developing the core competencies and bringing about the changes required

4. Debrief

Feedback and assessments are completed during and post programme to ensure the learnings make a real impact

Call us to discuss your customised training needs

Jenny Hayes
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Coaching

Coaching is a powerful way to unlock individual and organisational performance potential as well as ensuring the learning from one of our training programmes is applied in practice by those who take part. In this one to one partnership, the coach and coachee can work together to apply the learning, tools and techniques from one of our training and development courses, or on a personal action plan in the areas that count.

Ibec's coaching approach is practical, positive and focused on real results for the person and the team. We spend time matching the right coach to the person or team, so that ultimately the process then helps to motivate, inspire and engage leaders and teams to deliver organisational success. Our highly experienced coaches all have industry experience as well as a professional coaching qualification, which ensures that every coaching conversation is well structured, action focused and has a real impact for the individual.

The Coaching Agenda:

- Focus on what is important to accomplish and what will make the biggest difference to performance.
- Identify strengths and how to build on them.
- Identify stumbling blocks and how best to overcome these.
- Support to make changes happen at a number of different levels.
- Work on challenges and develop strategies to overcome them.
- Build leadership capability in areas such as personal resilience, managing change, dealing with conflict and building on key strengths.

The Coaching Process

Our coach will come on site or work virtually with the coachee as part of an agreed number of one to one or team coaching sessions. The results that a person gets from this one to one process are powerful as they are designed around the individual or team's agenda. Usually 3-6 sessions are recommended to ensure the results needed are achieved for the person and the organisation.

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Management Development Programmes



Diploma in Coaching

12 DAYS

**Accredited by: Technological University Dublin
CPD Special Purpose award – Level 8 on the NFQ
(20 ECTS)**

The primary objective of this programme is to facilitate the development of business coaches who can apply a range of practical coaching and management skills in the workplace. It will enable you to become an effective business coach with a range of skills, confidence and competence in this vital area. This programme will enhance your coaching competence and self confidence in practising these skills in the context of your own career.

Content includes:

- Coaching and management models and theories
- Coaching skills and the psychology of behaviour
- Self awareness, understanding others and personality profiling
- Performance management
- The change process, organisational behaviour and performance management
- 3 individual coaching sessions with a highly experienced coach and a personality profile assessment

What you said:

“The course administration, design, materials, content, class interaction and delivery was brilliant. Not only did I learn the practical and theoretical elements from the course, personally I developed and have brought the learnings into my every-day and professional life.”

Stephen Sands, daa , HR Manager

Rates: Member: €3290 | Non-member: €3690

Delivery: Online / Classroom / Blended

Start Dates & Locations:

Dublin: 9 April 2021 & 8 October 2021

EMCC Practitioner level EQA Coaching Accreditation

ADD-ON

**Accredited by: European Mentoring Coaching
Council (add-on programme to the Diploma
in Coaching)**

Upon successful completion of Ibec’s Diploma in Coaching programme, participants can complete this programme to receive additional accreditation at Practitioner Level and 1-year membership from the European Mentoring Coaching Council.

Content includes:

- Individual coaching sessions with an experienced Ibec coach
- One to One coaching sessions with their coachees

This programme is for:

Participants who have been awarded the Ibec Diploma in Coaching and interested in receiving practitioner level accredited from EMCC.

Rate:

€1700

Delivery:

Online / Classroom / Blended

Start Dates & Locations:

Dublin: 16 July 2021

Diploma in Leadership

12 DAYS

**Accredited by: Technological University Dublin
CPD Special Purpose award – Level 8 on the NFAQ
(20 ECTS)**

The primary objective of this programme is to ensure you become an effective leader in your organisation. This programme will teach you the skills you need to lead yourself and others. It will help you develop your understanding of the different styles of leadership, as well as determining your style and its effectiveness. It will enable you to develop the strategies that capitalise on your strengths and overcome any weaknesses for yourself and your business.

Content includes:

- Self awareness
- Leadership
- Interpersonal skills
- Strategy and the environment
- Planning

What you said:

“It was a very interesting and practical programme. I would highly recommend it.”

Fiona Lynch, Graduate Relations Manager, UCD

Rates:

Member rate: €3290 | Non-member rate: €3690

Delivery:

Online / Classroom / Blended

Start Dates & Locations:

Dublin: 22 March 2021 & 28 September 2021

Diploma in Professional Competence

12 DAYS

**Accredited by: Technological University Dublin
CPD Special Purpose Award - Level 6 on the NFAQ
(20 ECTS)**

This course explores the critical skills required by participants to succeed by enhancing their business, interpersonal and project management skills and focuses on applying the skills in the world of work. This course aims to build both competence and confidence in a range of critical areas.

Content includes:

- Professional competence and commercial awareness
- Leadership
- Self awareness
- Communication and influencing
- Team working
- Project management
- Performance and people
- Time management, assertiveness and conflict
- Motivation and presentation skills
- Financial skills and decision making

This programme is for:

- High performing graduates interested in management positions
- Participants applying to more senior positions and focused on succession planning
- Participants recently promoted who need support developing their competencies
- Technical skilled experts who want to develop their people skills

Rates:

Member rate: €2990 | Non-member rate: €3390

Delivery: Online / Classroom / Blended

Start Dates & Locations:

Dublin: 26 April 2021

Diploma in Management

12 DAYS

**Accredited by: Technological University Dublin
CPD Special Purpose award – Level 6 on the NFAQ
(20 ECTS)**

The primary objective of this programme is to deliver an in-depth understanding of the fundamentals involved in the management of others, gaining practical experience in the development of core skills in this area. The programme will offer participants the opportunity to learn more about their own management style, how best to lead and motivate others and best practice in this area.

Content includes:

Module 1

- Organisational behaviour
- Communications in organisations
- Performance management
- Corporate leadership
- Strategic management

Module 2

- Finance for managers

Module 3

- Employment Law

What you said:

“Class participation learnings from teachers’ and fellow students’ examples.”

Jennifer Habenicht, Schlotter Ire DAC

Rates:

Member rate: €2990 | Non-member rate: €3390

Delivery: Online / Classroom / Blended

Start Dates & Locations:

Dublin: 15 April 2021, 20 October 2021

Limerick: 7 October 2021

Donegal: 12 October 2021

Diploma in Human Resource Management

12 DAYS

**Accredited by: Technological University Dublin
CPD Special Purpose award – Level 6 on the NFAQ
(20 ECTS)**

The main objective of this programme is to give participants a comprehensive knowledge and practical understanding of the area of HRM, ensuring both competence and confidence in this area are developed. This course is designed to give an understanding of employment law, strategic management, employee engagement, talent management, change management and performance management.

Content includes:

Module 1

- Overview of HRM
- Leadership and employee engagement
- Talent management and competency modelling
- Organisational development and change management
- Strategic learning and development, succession and performance management

Module 2

- Employment Law

What you said:

“I found this course very beneficial. The trainer was excellent in explaining topics and answering questions.”

Deborah Tighe, Payroll/HR, CJK Engineering

Rates: Member: €2990 | Non-member: €3390

Delivery: Online / Classroom / Blended

Start Dates & Locations:

Dublin: 25 March 2021, 8 October 2021

Limerick: 5 May 2021

Cork: 12 October 2021

Online: 17 May 2021

Managing People HR, Management, IR and Employment Law

4 DAYS

**Accredited by: Technological University Dublin
CPD Special Purpose award – Level 6 on the NFAQ
(5 ECTS)**

The primary objective of this programme is to enable managers to make a more effective contribution to their organisation by developing core skills central to managing people at work.

Content includes:

- Leadership
- Communication and interpersonal skills
- Employment legislation
- Negotiation skills
- Grievances
- Industrial Relations Institutions
- Giving feedback and managing difficult situations
- Motivation
- Discipline and dismissals
- Counselling and coaching
- Employment of staff
- Assertiveness and conflict resolution

What you said:

“High level of interaction and case examples.”
Katherine Lehane, Five Rivers

Rates:

Member rate: €1900 | Non-member rate: €2100

Delivery:

Online / Classroom / Blended

Start Dates & Locations:

Dublin: 10 February, 2 March 2021, 12 May 2021,
14 July 2021, 15 September 2021 & 9 November 2021
Cork, Donegal, Limerick, Waterford & Galway:
14 July 2021

Managing People Skills Leadership, Teams and Performance

4 DAYS

**Accredited by: Technological University Dublin
CPD Special Purpose award – Level 6 on the NFAQ
(5 ECTS)**

This programme is designed to assist managers in developing their management and interpersonal skills. Participants will gain a greater understanding of their communication and management style and its impact on those they manage.

Content includes:

- The role of the manager
- Personality profiling
- Communication skills
- Managing performance
- Presentation skills
- Communicating with confidence
- Motivation
- Time management/stress management
- Managing meetings
- Effective team building

What you said:

“The course facilitator was energetic and knowledgeable.”

Maria Rogers, QA Compliance Specialist,
Integra LifeSciences

Rates: Member: €1900 | Non-member: €2100

Delivery: Online / Classroom / Blended

Start Dates & Locations:

Dublin: 23 March 2021, 10 May 2021,
21 September 2021, & 16 November 2021
Galway, Donegal, Cork, Limerick, Waterford
& Galway: 10 May 2021

How to be a dynamic female leader

4 DAYS

This highly interactive, engaging programme will enable female leaders to accelerate their leadership journey. The programme will focus on how to embrace a leadership role, find an authentic voice and proactively manage a successful career. Each participant will leave with a personalised action plan for their career and a strong understanding of how to be a dynamic leader. Additionally, they will have an opportunity to network with other talented managers and hear from experienced female leaders.

Content includes:

- Where am I now?
 - Self-awareness
 - Understanding your strengths
 - Importance of impression management
- Your role as a leader
 - Strategic thinking and planning
 - Finding your voice as a leader
 - Managing imposter syndrome
- Building a network you can trust
 - Communications and influencing
 - Networking for people who hate networking
 - Boundaries: Home and work life blur
- Culture, change and politics
 - Organisational behaviour
 - Power and influence
 - The role of mentors and sponsors

This programme is for:

Those at management level who wish to accelerate their careers to the next level.

Rates: Member: €1800 | Non-member: €2000

Delivery: Online / Classroom / Blended

Start Dates & Locations:

Dublin: 13 April 2021 & 12 October 2021

Foundations in HRM

2 DAYS

This programme aims to give those working in (or moving into) the area of HR, a range of practical insights, approaches and techniques to use in areas such as strategic HRM, performance management, Employment Law and Industrial Relations. The benefits of a strong Talent Management approach and developing a comprehensive learning and development process and ensuring the rewards system in place suits the needs of all your employees, will also be highlighted.

Content includes:

- Human Resource Management
- Strategic human resource management
- Performance management
- Industrial Relations
- Talent management
- Employment Law
- Employee engagement
- Change management

This programme is for:

Managers and those who are new to the role of HRM and who want to develop their personal skills in this area.

What you said:

“Thoroughly enjoyed the course. As someone new to HR and most of the concepts, I found this introduction very useful. The trainer was a brilliant facilitator.”

Anna Rozentale, Programme Manager - People Operations Services, Google

Rates: Member: €800 | Non-member: €900

Delivery: Online / Classroom / Blended

Start Dates & Locations:

Dublin: 24 June 2021 & 23 August 2021

Foundations in Management

2 DAYS

This programme aims to give managers, or those moving into management roles, the fundamental skills of effective management. Participants will learn how to improve their leadership and communication skills, how to deal with challenging staff while increasing motivation levels among those in the team. The programme will give participants the ability to deal with a grievance or disciplinary issue in an effective way.

Content includes:

- The role of the manager
- Prioritising tasks
- Delegation
- Managing vs leading
- Action centred leadership
- Communicating effectively – questioning, listening
- Motivating the team
- Disciplining others
- Handling grievances effectively
- Behaving assertively and handling conflict
- Giving effective feedback

What you said:

“I learned a lot over the 2 days, particularly learning the different methods of how to deal with disciplinary issues, grievances and providing feedback.”

Jenna Carroll, CallPageboy.

Rates:

Member rate: €800 | Non-member rate: €900

Delivery: Online / Classroom / Blended

Start Dates & Locations:

Dublin: 24 February 2021, 28 April 2021, 14 July 2021 & 22 September 2021
Galway: 8 September 2021
Limerick: 8 September 2021
Cork: 8 September 2021
Waterford: 8 September 2021

Resolving Conflict Effectively

2 DAYS

The need to effectively deal with conflict as an individual and within a team is a critical skill for every manager. This course looks at different skills and techniques to enable the participant to deal with conflict effectively.

Content includes:

- Causes of conflict, e.g. personal vs business objectives/values
- Causes of interpersonal friction in the work environment
- The effects of conflict on performance and the individual at work
- Positive aspects of conflict
- Understanding behaviour and its effects
- The manager's role in minimising and resolving conflict
- Techniques to deal with conflict
- Assertiveness skills
- Ways to create harmony at work and engender a positive atmosphere

This programme is for:

All those who want to develop their ability to deal with conflict effectively.

What you said:

“Excellent insight to understanding the drivers of conflict.”

Ger Reynolds, Director of Operations,
BD Enniscorthy

Rates:

Member rate: €800 | Non-member rate: €900

Delivery:

Online / Classroom / Blended

Start Dates & Locations:

Dublin: 13 April 2021, 6 July 2021, 6 October 2021 & 17 November 2021

Agile in Practice

4 HALF DAYS

These workshops will help participants first to understand core principles and then to develop their own ideas about how to apply them to improve efficiency in process and workflow

Content includes:

- Basic principles of Agile
- Resource efficiency and flow efficiency
- The importance of transparency and visualisation to the process
- Agile tools like Kanban, Sprints, SCRUM and Value Stream Mapping
- How to identify the critical success factors for
- Agile implementation for your own organisation / individual or team
- Look at the behavioural implications for embracing Agile and working in empowered teams

This programme is for

Managers and Employees who want to become familiar with the concepts of Agile and who want to apply them in their own operational settings.

Rates

Member rate: €800 | Non-member rate: €900

Delivery:

Online / Classroom / Blended

Start Dates & Locations:

Dublin: 6 May 2021 and 13-14 May 2021

Training Needs Analysis

1 DAY

How can we ensure that our employees are receiving the correct training? How should we prioritise training for our team/department and organisation? How can we monitor skill improvement? An effective and comprehensive Training Needs Analysis (TNA) will ensure that resources are channelled towards the right training to the right staff at the right time. The assessment of training needs is not a task solely for the HR team or L&D department. It is a skill for all People Managers, ensuring the appropriate identification, assessment and implementation of top-quality training.

On completion of this programme, participants will be able to:

- Understand TNA principles
- Clarify their TNA objectives and the approach to suit their organisational needs
- Apply the 10 step TNA process
- Confidently apply various research methods to identify training needs
- Apply cost benefit analysis to training options
- Use Ibec's TNA Toolkit

This programme is for:

Executives, Managers and Officers who are involved in the area of training and development.

Rates:

Member rate: €385 | Non-member rate: €425

Delivery:

Online / Classroom / Blended

Start Dates & Locations:

Dublin: 22 June 2021

Peak Performance – Getting the best from your people

1 DAY

This programme is designed to assist managers with performance appraisals and the performance management process. Participants will learn the necessary skills to carry out this management function efficiently, effectively and with confidence.

Content includes:

- Managing performance and the employee lifecycle
- Aligned performance management
- The role of managers in performance management
- Objectives and benefits of an effective performance appraisal system
- Managing the appraisal interview – preparation, structure, style
- Key communication skills in performance management
- Delivering feedback to others and dealing with challenging people
- Questions for appraisals
- Managing poor and high performers

This programme is for:

Managers required to carry out performance appraisals and manage the performance of their teams.

What you said:

“Excellent course. Well presented, highly interactive. Interesting, practical, fun!”

Ruth Spain, Assistant Manager,
Arab Irish Chamber of Commerce

Rates:

Member rate: €385 | Non-member rate: €425

Delivery:

Online / Classroom / Blended

Start Dates & Locations:

Dublin: 7 May 2021 & 15 September 2021

Getting Engaged - Leading for Engagement and Results

1 DAY

This programme focuses on giving participants the critical skills and knowledge to ensure levels of engagement are kept as high as possible within the team or throughout the organisation. Participants will go away with a range of practical tips, techniques, best practice examples and policies and procedures that really work in the area of performance management.

Content includes:

- Research and best practice in employee engagement
- Engagement at different levels
- Your role as a leader
- Managing your thinking, mood and behaviour
- Communication and its link to performance
- Policies, practices, competencies and measurements
- Rewards and their value
- Devising your own engagement toolkit

This programme is for:

All managers with responsibility for people management and those interested in getting the very best from their teams.

What you said:

“The training day went very well and all the team really enjoyed it. Thanks to Ibec and to the trainer for the work that went into delivering the training.”
Alan Bennett, Head of Operations, K-Leisure Athy

Rates:

Member rate: €385 | Non-member rate: €425

Delivery:

Online / Classroom / Blended

Start Dates & Locations:

Dublin: 10 March 2021, 21 July 2021
& 2 November 2021

Competency Based Interviewing Skills

1 DAY

Competency based interviewing is now widely accepted as the most valid and reliable candidate selection method. In this programme participants will comprehensively understand and practice the competency based interview.

Content includes:

- The most reliable methods of selection
- Recruitment life cycle
- The fundamental principles of competency based interviewing
- What is a competency?
- Key preparation required before interview
- The best interview: “the structured conversation”
- The STAR Model
- How to ask effective questions and listen as an interviewer
- Note taking techniques
- How to score the candidate
- Role-play and feedback

This programme is for:

Executives, managers and those who are involved in the area of recruitment and selection.

What you said:

“I feel that any objectives I had set on arrival the morning of the training were met 100%.”

Nicola McClean,
HR Generalist & Project Manager, Veolia

Rates:

Member rate: €385 | Non-member rate: €425

Delivery:

Online / Classroom / Blended

Start Dates & Locations:

Dublin: 12 May 2021 & 4 November 2021

Critical Conversations

1 DAY

This programme will help you to participate and speak up in critical conversations in a confident and assertive way. The course will give you the confidence to make your case in the presence of more senior people and with challenging people. Your confidence and recognition of your strengths will be developed throughout the programme.

Content includes:

- What are critical conversations?
- Our reactions to critical conversations
- What makes an effective conversation?
- Getting your point across
- Types of difficult people and tips for handling them
- Handling questions
- Getting yourself heard
- Saying “No”
- Role-plays – your real life situations

This programme is for:

This programme is designed for those who want to improve how they communicate on the phone, in small or large groups, in formal or informal settings with both individuals and groups.

What you said:

“Very informative, good group participation.

Feel supported in my future conversations.”

Grainne de Burca, Educator, Oakfield Nursing Home

Rates:

Member rate: €385 | Non-member rate: €425

Delivery:

Online / Classroom / Blended

Start Dates & Locations:

Dublin: 14 April 2021 & 14 October 2021

Coaching Skills For Line Managers

1 DAY

This course is designed to introduce managers to the principles of coaching others for effective performance and enhanced team building. Line managers will gain skills to assist with managing and developing the team. Key tools to build trust, facilitate self-awareness and draw out solutions from coaches through effective listening and great questions will be practiced and developed.

Content includes:

On completion of this programme, participants will be able to:

- Articulate with impact
- Listen properly
- Use feedback for development
- Understand behaviour
- Identify and set development goals
- Use coaching for conflict reduction
- Use a range of practical tools based on movement and quietening the mind, allowing you to work in a more sustainable way

This programme is for:

Managers who want to develop their skills as a coach, so that they get the best from all those in their team.

What you said:

"I found the course to be extremely useful and practical in its delivery. This course is a must for line managers."

Ciara Murray, Team Leader, Allianz Partners

Rates:

Member rate: €385 | Non-member rate: €425

Delivery:

Online / Classroom / Blended

Start Dates & Locations:

Dublin: 18 February 2021, 12 May 2021
& 21 September 2021

Mentoring Skills

1 DAY

A mentor is an experienced person who advises you over a period of time. While Mentors have experience in their own areas of expertise, it is also important that they develop the skills to be an effective Mentor. The purpose, therefore, of this programme is to develop the skills of mentors so that they can give this advice in an appropriate and effective manner.

Content includes:

- About mentoring
- The mentoring process
- Mentoring styles
- Mentoring skills
- Overcoming mentoring challenges
- The mentor's toolkit
- Practice and next steps

This programme is for:

Participants who would like to develop the key skills to mentor colleagues effectively and understand the different approaches to mentoring others and know when to use them.

Rates:

Member rate: €385 | Non-member rate: €425

Delivery:

Online / Classroom / Blended

Start Dates & Locations:

Dublin: 6 May 2020 & 1 October 2020

Managing Learning and Development

1 DAY

This programme is aimed at managers who have responsibility for managing learning and development. It focuses on developing the knowledge and skills involved in managing the training function, as well as covering recent research and trends.

Content includes:

- Learning and development trends
- Strategic HRM and learning and development
- The role of learning and development
- Your responsibilities
- Learning versus development
- Stages in the training process
- Training needs analysis
- Talent management
- Methods and levels of evaluation
- Overcoming resistance and barriers to training

This programme is for:

Those involved in managing the area of learning and development within the organisation, or those moving into this role.

What you said:

“Overall I found the course covered a wide variety of topics relating to training and development. It was a great starting point and I learned a lot of useful information that I will use on a daily basis.”

Kerri Leydon, Talent Acquisition & HR Coordinator, LotusWorks

Rates:

Member rate: €385 | Non-member rate: €425

Delivery:

Online / Classroom / Blended

Start Dates & Locations:

Dublin: 3 June 2021 & 9 November 2021

Diversity & Inclusion

1 DAY

This course will look at the legal framework around discrimination and equality, exploring how to move from compliance to an inclusive workforce where the best talent is attracted, retained and grown within the organisation.

Content includes:

Equality, Diversity, Respect, Harassment, Dignity and Inclusion

- How do values guide what we do and how we do things?
- Unpacking what they mean – how should they be shown in the way we work?
- Diversity wheel and understanding differences
- Unconscious bias – the neuroscience of how our brain operates

Language and culture

- Explore the impact of inappropriate behaviours and language on individuals and teams
- Realise how and why perceptions may differ between colleagues

Bullying and Harassment and the Law

- 9 grounds of discrimination under the Equality legislation
- Case examples
- The cost of getting it wrong

This programme is for:

All those with a role in the organisation for promoting an inclusive working environment which embraces diversity

Rates:

Member rate: €385 | Non-member rate: €425

Delivery:

Online / Classroom / Blended

Start Dates & Locations:

Dublin: 19 May 2021

Building a Wellbeing Workplace

1 DAY

The workshop provides the tools required to create employee wellbeing programmes and the opportunity to draft a wellbeing plan

Content includes:

- Background and evolution of workplace wellbeing
- Different models of wellbeing programmes
- Key steps and metrics for measuring success of a workplace wellbeing programme
- Understand the role of OHS in workplace wellbeing

This programme is for

Those with responsibility for managing wellbeing at work and come from a number of disciplines including, Health and Safety, Human Resources and existing Health and Wellbeing Teams

Rates:

Member rate: €385 | Non-member rate: €425

Delivery:

Online / Classroom / Blended

Start Dates & Locations:

Dublin: 16 April 2021, 2 July 2021, 3 September 2021 & 3 December 2021

Remote Coaching in a New World of Work

1 DAY

The objective of this coaching programme is to facilitate the development of managers faced with the dilemma of coaching remote key performers and teams in this changed environment

Content Includes

- How to apply a range of practical coaching and management skills in today's changed workplace
- Developing the skills of remote coaching

This programme is for

This programme is for of all levels of management faced with managing and coaching individuals and teams remotely for the first time

Rates:

Member rate: €385 | Non-member rate: €425

Delivery:

Online / Classroom / Blended

Start Dates & Locations:

Dublin: 24 February 2021

Mindfulness- Leading in Times of Crisis

HALF DAY

This workshop equips leaders with skills that cultivate compassion, self-awareness and provides a tool kit on how to lead an organisation mindfully

Content includes:

- What is Mindfulness?
- How to manage your response to uncertainty
- Behavioural changes requirement to managing stressful environments
- Mindful Communication
- Toolkit on Mindful Leading

This programme is for

Anyone interested in leading with compassion in times of crisis

Rates:

Member rate: €195 | Non-member rate: €250

Delivery:

Online / Classroom / Blended

Start Dates & Locations:

Dublin: 10 March 2021

Leading Remote Teams: Building resilience amidst new challenges

1 DAY

This programme will provide participants with the skills and insight they need to effectively lead and manage remote teams.

Content includes:

- How to incorporate and include best practice leadership skills leading and managing remote teams
- Techniques to enhance virtual communication and coaching skills including building psychological safety
- Skills to build trust remotely
- Recognition of autonomy in remote teams in supporting a collaborative working environment.
- How to foster team spirit and inclusive leadership remotely

This programme is for

This programme is aimed at management, leadership and HR professionals in organisations who have been forced to shift to remote working due to the COVID-19 pandemic

Rates:

Member rate: €385 | Non-member rate: €425

Delivery:

Online / Classroom / Blended

Start Dates & Locations:

Dublin: 10 March 2021, 15 June 2021
& 16 September 2021

Virtual Resilience and Wellbeing

1 DAY

Building resilience and wellbeing' is particularly relevant for individuals and organisations dealing with change and uncertainty.

Participants will build upon and develop their adaptive capacity and psychological wellbeing, specifically during times of adversity.

Content includes:

- Designed to deliver upon an organisation's Wellbeing strategy looking at
- Building Emotional Resilience
- Building Cognitive Resilience
- Mindful Awareness
- Developing Purpose at work

This programme is for

Employees working at all levels of an organisation in any industry

Rates:

Member rate: €385 | Non-member rate: €425

Delivery:

Online / Classroom / Blended

Start Dates & Locations:

Dublin: 23 March 2021, 17 June 2021
& 22 September 2021

Developing Virtual Selling Skills

1 DAY

This programme is designed to provide a comprehensive grounding in selling and through the medium of virtual communication. Participants gain the necessary practical skills to sell confidently and effectively in this new normal, and visible improvements in effective sales communication will be immediately evident

Content Includes

- How to optimise home or office set up for virtual presentation and selling
- How to deliver sales pitches effectively through the virtual medium
- How to engage clients and gain the trust and commitment virtually
- How to stand out from the competition with outstanding virtual presentation and selling skills"

This programme is for

Sales Representatives, Sales Managers, Business Development Managers, Sales Training Teams, Sales Directors

Those involved in the development of annual training plans within sales organisations

Anyone who wants to radically improve the quality and effectiveness of their sales pitches and conversations in the virtual setting

Rates

Member rate: €385 | Non-member rate: €425

Delivery:

Online / Classroom / Blended

Start Dates & Locations:

Dublin: 11 January 2021, 5 August 2021
& 20 September 2021

Managing Remote Working - The HR and OHS Perspective

HALF DAY

Remote Working (also known as Home Working or E-Working) has become a common working practice for many organisations. According to Ibec Research, 37% of companies surveyed had remote working 1-2 days per week, 7% having full time arrangements in place. Questions on this topic represent a significant number of calls into the Ibec Knowledge Centre.

Our workshop is designed to enable participants to effectively manage Remote Working arrangements in the workplace.

Content includes:

- Overview of the Legal Requirements (Employment Law and Occupational Health & Safety)
- Developing a Remote/Flexible Work Policy
- Managing Remote Working
- Case Studies

This programme is for:

HR and OHS professionals, or anyone responsible for managing Remote Working arrangements.

What you said:

‘A practical, professional and reasonable look at how to manage remote working in your organisation.’

Grainne Quinn, Business Resource Manager,
Exterion Media

Rates:

Member rate: €190 | Non-member rate: €215

Delivery:

Online / Classroom / Blended

Start Dates & Locations:

Dublin: 25 March 2021 & 13 October 2021

Business, Operations and Finance Programmes



Innovation and Change Management

2 DAYS

This programme will provide managers with the ability to create an innovative work environment and to equip them with the knowledge and skills to implement best practice in planning and delivering change within their organisations.

Content includes:

- Clarity on the drivers and impact of change
- Leading and managing change
- Communication and engagement
- Developing an innovative and creative environment
- Sustaining change

This programme is for:

All managers with responsibility for people management and those interested in getting the best from their teams.

What you said:

“The course was very well delivered. Instructor was very engaging and very knowledgeable.”

Derek Gallagher, Business Process Design Director,
G4S Cash Solutions

Rates:

Member rate: €800 | Non member rate: €900

Delivery:

Online / Classroom / Blended

Start Dates & Locations:

Dublin: 8 June 2021 & 19 October 2021

Introducing Managers to Change

1 DAY

This programme will provide an understanding of the dynamics of change in an organisation and the skills needed to manage that change while sustaining productivity and morale.

Content includes:

- Understanding change
- Managing people through change and its impact
- Communicating change
- Sustaining change
- Action planning

This programme is for:

Managers and team leaders who are operating in a change environment or who will be supporting/driving the rollout of a change programme.

Rates:

Member rate: €385 | Non-member rate: €425

Delivery:

Online / Classroom / Blended

Start Dates & Locations:

Dublin: 11 May 2021

Change Awareness

1 DAY

The purpose of this programme is to raise awareness of the reasons for change, the process of change and the importance of communications in change initiatives.

Content includes:

- What is change and why it happens
- Understanding and dealing with change
- Resistance to change
- Models in understanding change
- Communication skills and change
- Tools and tips to help us deal with change
- Communication style
- Growth mind-set
- Emotional intelligence
- How can you contribute to the change?

This programme is for:

Participants who would like to create an awareness and understanding of the reasons for the need for change and how best to navigate through that change.

Rates:

Member rate: €385 | Non-member rate: €425

Delivery:

Online / Classroom / Blended

Start Dates & Locations:

Dublin: 19 May 2021

Developing and Implementing Strategy

1 DAY

Research shows that 9 out of 10 strategies fail, often through poor execution. This programme has been designed to give managers the tools and techniques to identify and develop strategies for their organisations and plans for deployment.

Content includes:

- Charting the changing landscape – looking at the external environment
- A reality check – capabilities and resources
- Evaluating the options
- Developing and cascading strategy using the Balanced Scorecard
- Planning for change
- Staying on course

This programme is for:

This programme is designed for senior managers in organisations, as well as business owners who wish to gain an understanding of how to develop and implement strategy in their organisations.

What you said:

“The presenter was really good, very knowledgeable and kept my attention the whole day.”
Helen Burke, Manager, IDA

Rates:

Member rate: €385 | Non-member rate: €425

Delivery:

Online / Classroom / Blended

Start Dates & Locations:

Dublin: 12 May 2021 & 20 October 2021

Finance and Accounting Made Easy

1 DAY

This programme will build your confidence, knowledge and financial awareness. This is a vital area for all managers to be familiar with and to have the confidence to deal with.

Content includes:

- Understanding business accounts
- Balance sheets, profit and loss, cash flow
- Depreciation, stock valuations, accruals and prepayments
- Interpreting data using defined financial ratios and key performance indicators
- Techniques for forecasting and budgeting
- Evaluating expenditure
- Investment appraisal

This programme is for:

Non financial managers with budgetary responsibilities.

What you said:

“Great presentation/people skills. Trainer appeared to have a good knowledge of most industries.”
Janice Smith, Senior Fleet Portfolio Underwriter,
Liberty Insurance

Rates:

Member rate: €385 | Non-member rate: €425

Delivery:

Online / Classroom / Blended

Start Dates & Locations:

Dublin: 12 May 2021 & 3 November 2021

Project Management

1 DAY

This interactive programme is designed to deliver the necessary skills to successfully manage a project from inception to completion. Participants will gain a wealth of knowledge in the essentials of project management.

Content includes:

- Recognising the characteristics of a project
- Identifying the life cycle and phases of a project
- Taking action at each stage of a project
- Key communication and interpersonal skills
- Assertiveness and interpersonal effectiveness
- Ensuring deadlines are agreed and met
- Delivering results every time

This programme is for:

All managers who want to develop excellent project management skills that really make a difference.

What you said:

“The course gave me a fantastic overview of the correct structure and process for project management. The focus on communication was fantastic.”
Jennifer White, HR Recruiter, Circle K

Rates:

Member rate: €385 | Non-member rate: €425

Delivery:

Online / Classroom / Blended

Start Dates & Locations:

Dublin: 8 April 2021, 28 July 2021
& 21 September 2021

Financial Planning in a Crisis

1 DAY

This course highlights the importance of incorporating subjective judgments into financial decision-making, empowering you to firmly grasp the bigger picture and become a more effective leader in looking at how will you generate value, how you manage cashflow and who & how will your choices impact

Content Includes

- Cashflow Management
- Understanding the priorities
- The cost of doing nothing
- How do we find and service our customers

This programme is for

The programme is geared to Senior Management/ Decision Makers with the organisation

Rates:

Member rate: €385 | Non-member rate: €425

Delivery:

Online / Classroom / Blended

Start Dates & Locations:

Dublin: 25 February 2021

Corporate Governance

HALF DAY

This programme will equip you with the tools, frameworks and resources to re-evaluate corporate governance in your business, identify the gaps and make changes.

Content includes:

- The context, evolution and meaning of corporate governance
- The director and the law - legal and regulatory framework
- Who are the directors? Duties and liabilities
- The board's role in corporate governance
- Boundary tensions – the different roles of directors and management
- Board structure and composition factors
- Effective boards – what do they do and what do they look like?
- Corporate governance codes – international influences
- Do's and Dont's as a director – how to protect yourself

This programme is for:

Owners, directors and senior managers who need to understand more about the corporate governance area.

What you said:

“Excellent course, well structured and practical. Good use of relevant examples.”

David Parr, Director, Farrans

Rates:

Member rate: €450 | Non-member rate: €500

Delivery:

Online / Classroom / Blended

Start Dates & Locations:

Dublin: 1 April 2021, 7 July 2021
& 21 October 2021

Personal Development Programmes



Managing Occupational Health & Safety

2 DAYS

Accredited by: Technological University Dublin CPD - Level 6 on the NFQ (5 ECTS)

This programme is designed for anyone interested in developing competence in Occupational Health and Safety (OHS) management. This includes HR, Facilities or Office managers who have a lead OHS responsibility. This course is highly relevant and impactful for all those involved in OHS management within your organisation, regardless of size or risk profile. This programme is designed to build the competence, skills and knowledge of those responsible for this critical area of your business, particularly in today's Covid-19 environment.

Content includes:

- OHS and the law
- Safety management systems
- Communication and consultation
- Do's and Don'ts
- Investigating accidents, risks, incidents and hazards
- Improving the safety culture
- The role of the HSA
- Emergency
- Integration of HR and OHS procedures
- Behavioural safety

Who Should Attend?

Anyone who wants to improve their skills and competence managing risks, implementing OHS law, investigating accidents and communicating the OHS message in their organisation.

What you said:

"I would highly recommend this course for anyone at any level of supervision in the workplace."
Bob Cowman, Operations Manager, Oxygen Environmental

Rates: Member: €1000 | Non-member: €1200

Delivery: Online / Classroom / Blended

Start Dates & Locations:

Dublin: 11 May 2021 & 14 September 2021

Leading with Emotional Intelligence

1 DAY

Leading with Emotional Intelligence is an engaging and interactive one-day workshop in which you explore your Emotional Intelligence in order to develop and enhance your leadership effectiveness.

Content includes:

- Introduction to Emotional Intelligence
- Why it is important - linkage to business results
- Emotional Intelligence toolkit
- Leading with attitude
- Enhancing awareness - of self/others
- Linking feelings to behaviours
- Managing with Emotional Intelligence - giving feedback
- Developing Emotional Intelligence - practical tools
- Habit change
- Action planning

This programme is for:

Participants wishing to improve their awareness of self and others, so they can maximise their interpersonal relationships. This workshop is particularly relevant to anyone moving into or currently in a management or leadership role.

What you said:

"The trainer presented the course in a fantastic manner. There were activities throughout the day and I have tangible takeaways."

Shane Reid, Wellness Executive, Zevo Health

Rates:

Member rate: €385 | Non-member rate: €425

Delivery:

Online / Classroom / Blended

Start Dates & Locations:

Dublin: 15 April 2021, 8 July 2021
& 10 November 2021

Facilitation Skills

1 DAY

This programme is designed to provide a comprehensive grounding in the development of excellent facilitation skills. Participants will gain sufficient knowledge and practical skills to design and run high-quality facilitated workshops and meetings, ensuring they achieve successful outcomes in a timely manner.

Content includes:

- What is facilitation?
- Profile, role and skills of a facilitator
- Conducting a facilitated session
- How groups work
- Developing focused questions
- Identifying a facilitation methodology to match the situation
- Modes and techniques of facilitation
- Skills practice

This programme is for:

Anyone who wants to radically improve the quality and effectiveness of workshops, meetings, change programmes or other such key interventions in their organisations. In particular it is suitable for Change Managers, Team Leaders, Project Managers, HR and L&D Managers.

What you said:

“The trainer related very well with everyone, and made the course very enjoyable and relevant. I will enjoy putting my new skills into practice.”
Hannah Kenny, Investigation Facilitator,
Astellas Ireland

Rates:

Member rate: €385 | Non-member rate: €425

Delivery:

Online / Classroom / Blended

Start Dates & Locations:

Dublin: 15 April 2021 & 20 October 2021

Manage Your Time Effectively

1 DAY

This programme will help you prioritise your work effectively and become more productive and efficient. You will learn to become more proactive in how you organise your time, and to take control of your life at work.

Content includes:

- How to ensure your business goals become part of your ‘to-do’ list
- Develop your planning skills
- Solutions to time stealers
- Manage your professional working relationships
- How to do the right task, at the right time
- How and what to delegate
- How to say ‘No’
- Take back control

This programme is for:

All those who want to become more effective managers of their own time, ensuring priorities are identified and achieved.

What you said:

“Very valuable programme with lots of tips and helpful advice on how to be more effective.”
Clare Ruddy, European Refreshments

Rates:

Member rate: €385 | Non-member rate: €425

Delivery:

Online / Classroom / Blended

Start Dates & Locations:

Dublin: 21 April 2021, 13 July 2021
& 7 September 2021

Influencing Skills and Personal Impact

1 DAY

At the end of this programme participants will understand their own style when persuading/ influencing others. Key skills will be highlighted when dealing with others and handling conflict. Clear insights into your own style will also be learned throughout the course.

Content includes:

- What is influencing?
- When should it be used?
- What are the alternatives?
- Influencing skills
- Your style and approach
- Understanding others
- Limiting beliefs
- A powerful approach
- Developing your confidence

This programme is for:

Participants wishing to improve their influencing skills so that they can get the most out of all their interpersonal relationships at work.

What you said:

“Excellent course! Well delivered with plenty of practical tools and methodologies.”
Joanne Bourke, QP Manager, Teva
Pharmaceuticals

Rates:

Member rate: €385 | Non-member rate: €425

Delivery:

Online / Classroom / Blended

Start Dates & Locations:

Dublin: 24 March 2021, 17 June 2021
& 22 October 2021

Powerful Presence

1 DAY

This programme is designed to enable participants to harness the full potential power of their presence, both verbal and non-verbal. In doing so, you will maximise your personal impact and the effectiveness of your communication. Many of the techniques taught are also used to train professional actors, so they tap into their voice, breathing and movement as part of the learning.

Content includes:

- Develop and elicit confidence with powerful presence and voice
- Listen effectively with empathetic equality
- Communicate with clarity, gravitas and humanity
- Ignite the energy of your team and colleagues with your personal impact
- Deliver prepared presentations with ease
- Have access to a tool kit to bring to your daily interactions
- Bring your communications to a new level of impact
- Learn the skill of impromptu speaking

This programme is for:

Participants who are leaders or aspire to lead. Equally, if you are challenged with being seen or heard, this is an opportunity to develop your voice and confidence

What you said:

“I had an amazing day. The trainer was great. He really took us out of our comfort zone and gave us all great comments and attention.”
Sonya Keogh

Rates:

Member rate: €385 | Non-member rate: €425

Delivery:

Online / Classroom / Blended

Start Dates & Locations:

Dublin: 22 April 2021, 23 June 2021
20 October 2021

Effective Presentation Skills

1 DAY

This programme will enable participants to develop the confidence and competence to communicate effectively with groups. The programme provides participants with the essential skills to influence others through communication and how to make an impact with their message.

Content includes:

- Preparation
 - Your audience – who they are and what is in it for them
 - Your messages – what do you want your audience to remember?
 - Calls for action
- Design
 - Structure
 - Storytelling technique
 - The purpose of visual aids and tips for using them effectively
- Delivery
 - Dealing with anxiety
 - Your body language and voice
 - Engaging your audience

This programme is for:

All those who want to develop their personal skills in communication and presentation.

What you said:

“Gets rid of some of the fear. Provides good tips and advice for personal use.”

Claire Lynskey, Revenue Manager, Dalata Hotel Group

Rates:

Member rate: €385 | Non-member rate: €425

Delivery:

Online / Classroom / Blended

Start Dates & Locations:

Dublin: 28 April 2021 & 2 October 2021

Mindfulness for Managers

1 DAY

Mindfulness for Managers is a practical, experiential programme that provides an understanding about mindfulness. It demonstrates how mindfulness is a practical yet powerful tool that enhances coping skills as well as creating space for more effective decision making.

Content includes:

- What is mindfulness?
- Pressure into performance
- Responsive vs reactive modes of the mind in the workplace
- The paradox of mindfulness
- Mindful communication
- Mindful manager and emotional intelligence

This programme is for:

Anyone interested in cultivating a practice of mindfulness to enhance their ability to deal with work / life pressures, manage more effectively, or increase clarity around decision making.

What you said:

“I would highly recommend this course to anyone who wishes to develop their ability and learn techniques for greater effectiveness in their role.”

Grace Dunne, HR Manager,
Geodis Logistics Ireland Ltd

Rates:

Member rate: €385 | Non-member rate: €425

Delivery:

Online / Classroom / Blended

Start Dates & Locations:

Dublin: 27 May 2021 & 6 October 2021

Employment Law Programmes



Diploma in Employment Law

12 DAYS

**Accredited by: Technological University Dublin
CPD Special Purpose award – Level 6 on the NFAQ
(20 ECTS)**

The main objective of this programme is to give participants an in-depth knowledge of key pieces of Employment Law, particularly focusing on how they apply in practice.

Content includes:

- Introduction to Employment Law
- Contracts of employment
- Equality legislation
- Atypical workers
- Discipline and dismissals
- Protective leave
- Introduction to Industrial Relations
- Workplace bullying and harassment
- The Organisation of Working Time
- Redundancy / data protection
- Health and safety / stress

This programme is for:

Participants who are looking for an in-depth knowledge and understanding of the whole area of Employment Law in practice.

What you said:

“As well as the practical learning and content, it was good to participate in a class with people from various companies and backgrounds. This gave a good opportunity to share experiences and thoughts.” Carl Doyle, An Post

Rates: Member: €2990 | Non-member: €3390

Delivery: Online / Classroom / Blended

Start Dates & Locations:

Dublin: 26 March 2021 & 7 October 2021
Limerick: 14 October 2021
Cork: 24 March 2021
Online: 19 April 2021

Certificate in Employment Law

7 DAYS

**Accredited by: Technological University Dublin
CPD Special Purpose award – Level 6 on the NFAQ
(10 ECTS)**

This course is designed to give participants a comprehensive understanding of the key aspects and practicalities of Employment Law. On completion of the course, participants will be able to identify potential issues within their own organisations, ensure policies and procedures are compliant and current, and answer queries from staff in this area.

Content includes:

- Sources of Employment Law
- Discipline and dismissals
- Employment rights bodies and OHS
- Employment equality/ bullying and harassment
- Atypical workers and protective leave
- The Organisation of Working Time Act and redundancy
- Transfer of undertakings / managing work related stress
- Data protection: protected disclosure

This programme is for:

Participants who are responsible for HR, employment legislation or managing people at work.

What you said:

“Excellent course. Detailed real examples of recent cases used in the learning.”
Eamonn O’Brien, Civil Servant,
Department of Social Protection

Rates: Member: €2400 | Non-member: €2600

Delivery: Online / Classroom / Blended

Start Dates & Locations:

Dublin: 19 February 2021 & 5 October 2021

Foundations in Employment Law

2 DAYS

This programme aims to introduce Employment Law to those who are new to the area and need a clear understanding of their obligations. This programme looks at a range of employment legislation and focuses on the areas that need to be complied with. The programme is presented in a practical manner by those who are dealing with these issues every day.

Content includes:

- Contracts of employment/atypical workers
- Equality legislation
- Protective leave
- Working time/hours of work/holidays/restbreaks
- Grievance handling
- Discipline
- Dismissal

This programme is for:

Participants who are new to the area of Employment Law and need a clear understanding of their obligations.

What you said:

“A fantastic course. Very enjoyable and informative with an excellent trainer. I particularly enjoyed the case examples.”

Matthew Gough, HR Advisor, Signature Flight Support

Rates:

Member rate: €800 | Non-member rate: €900

Delivery:

Online / Classroom / Blended

Start Dates & Locations:

Dublin: 2 February 2021, 20 May 2021

7 July 2021 & 25 August 2021

Employment Law Update

1 DAY

This programme is designed for those who would benefit from an update on current case law and best practice in the areas of Employment Law and HR. Those attending will build their competence and confidence in these critical areas by ensuring that they have the most up to date legal and case law approaches.

Content includes:

- Discipline and dismissals
- Fair procederes
- Employment equality
- Retirement age
- Reasonable accomodation
- Protective leave
- Atypical workers
- Data protection / GDPR
- New developments
- Case law

This programme is for:

Managers and HR specialists whose responsibilities require them to understand Employment Law and to be up to date with case law and practice.

What you said:

“The trainer delivered the course very well. Excellent information and case studies.”

Marie Prunty, Payroll/Finance/Administration,
Home Instead Senior Care

Rates:

Member rate: €385 | Non-member rate: €425

Delivery:

Online / Classroom / Blended

Start Dates & Locations:

Dublin: 3 March 2021, 23 June 2021, 15 September 2021 & 10 November 2021

Running Effective Disciplinary Processes

1 DAY

This programme will give managers and HR specialists the confidence to deal effectively with problems that arise in the context of the Unfair Dismissals Acts.

Content includes:

- The poor or incompetent performer at work
- The dishonest employee – dealing with a breach of trust
- Dealing with misconduct and gross misconduct at work
- Identifying the essential elements of a fair disciplinary procedure
- The framework of the Unfair Dismissals legislation
- Discriminatory dismissals

This programme is for:

Managers and HR specialists who manage people at work.

What you said:

“Great course and content, gave good advice and examples of how to manage.”

Sharron Clancy, HR Business Partner,
DSV Road

Rates:

Member rate: €385 | Non-member rate: €425

Delivery:

Online / Classroom / Blended

Start Dates & Locations:

Dublin: 8 March 2021, 6 July 2021, 5 November 2021

Donegal: 12 May 2021

Cork: 12 May 2021

Galway: 12 May 2021

Managing Absence

1 DAY

Absence is one of the most persistent problems affecting productivity, profitability and competitiveness. All companies must have a comprehensive and continuing absence management policy in an effort to confront the issue. However, dealing with staff who have an attendance problem can be a problematic issue which tests the skills of the line manager and the HR practitioner.

Content includes:

Absence – Practical Considerations for Managers

- Defining and measuring absence
- Absence policies
- Tools of absence management

Managing Absence within the Law

- Dismissal on the Grounds of Incapacity
- Fair Procedures
- Equality Issues
- Medical Reports
- Short-term Absence
- Long-term absence
- Stress Related Absence
- Case Studies – at various stages above

This programme is for:

Managers and HR specialists who wish to improve their knowledge, competencies and skills in the area of absence management. Also suitable for line managers with responsibility for managing absence within their teams.

Rates:

Member rate: €385 | Non-member rate: €425

Delivery:

Online / Classroom / Blended

Start Dates & Locations:

Dublin: 16 April 2021, 8 July 2021

& 2 November 2021

Dignity at Work: Investigating & Dealing with Complaints

1 DAY

The objective of this programme is to look at how to deal with an issue that may arise within a company. This programme looks at dealing with the initial complaint, right through to the completion of an investigation and appeals process.

Content includes:

- The legislation that applies to bullying and harassment
- The company policy
- The initial complaint
- The options
 - informal
 - supported informal
 - mediation
 - formal
- The rules of investigation
- The terms of reference
- Carrying out investigatory meetings
- The investigation report
- Disciplinary action

This programme is for:

HR managers or those with responsibility within their organisations for dealing with issues of bullying and harassment.

Rates:

Member rate: €385 | Non-member rate: €425

Delivery:

Online / Classroom / Blended

Start Dates & Locations:

Dublin: 24 February 2021, 22 July 2021
& 13 October 2021

Dignity at Work: Support Contact Person

1 DAY

This programme supplies the appropriate training required by the code of practice on prevention and resolution of bullying at work. The code states that employers should designate a trained contact person with whom employees can discuss a case of bullying before making an official complaint.

Content includes:

- Defining bullying and harassment – the law
- Statutory agencies
- The role of the support contact person
- Conflict resolution
- Communication
- Counselling
- Policy and procedures

This programme is for:

Participants who have been assigned the role of support person and those who manage this role at work.

What you said:

“Very interesting course, lots to learn. I feel I am more prepared to be the designated support contact person for my organisation.”
Ollie Croning, ABP Ireland

Rates:

Member rate: €385 | Non-member rate: €425

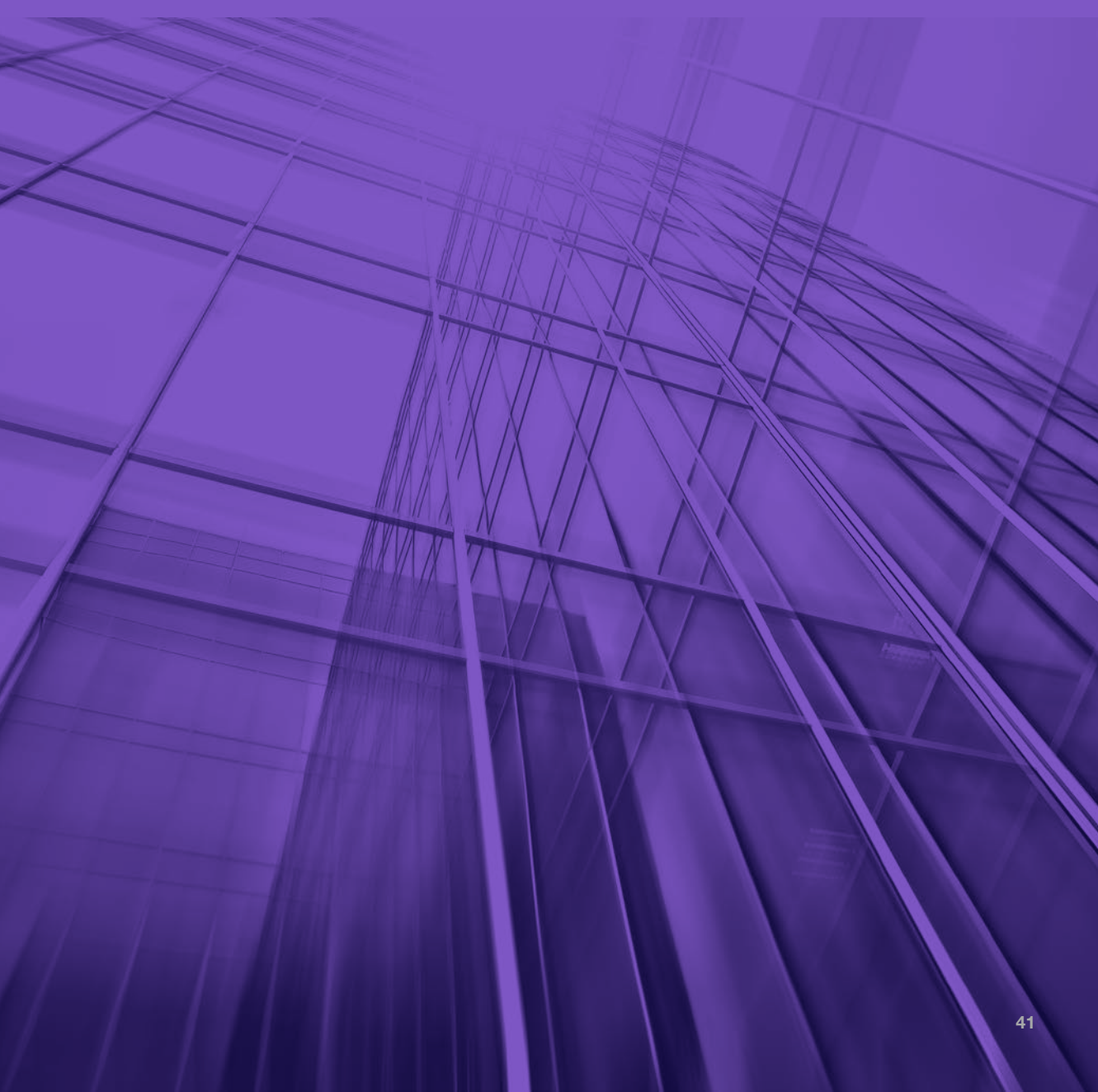
Delivery:

Online / Classroom / Blended

Start Dates & Locations:

Dublin: 11 February 2021, 13 May 2021
& 17 November 2021

Industrial Relations Programmes



Diploma in Industrial Relations

12 DAYS

**Accredited by: Technological University Dublin
CPD Special Purpose award – Level 6 on the
NFQ (20 ECTS)**

The main objective of this programme is to give participants a comprehensive knowledge and practical understanding of the whole area of Industrial Relations in organisations. The course is designed to ensure participants understand the new IR landscape in Ireland and how it operates, as well as developing the skills to handle grievances, negotiations and disciplinary meetings, while understanding the essential elements to include in every policy in this area.

Content includes:

- Introduction to Industrial Relations
- Collective bargaining practice and dispute resolution
- The legal framework of Industrial Relations
- Introduction to Employment Law
- Effective negotiations skills
- Resolving conflict effectively
- Making submissions to a third party

What you said:

“Excellent course, thoroughly recommend it as a learning experience.”

Declan Hannigan, Operations Director,
SK biotek Ireland

Rates: Member: €2990 | Non-member: €3390

Delivery: Online / Classroom / Blended

Start Dates & Locations:

Dublin: 16 September 2021

Limerick: 15 April 2021

Diploma in Mediation

12 DAYS

**Accredited by: Technological University
Dublin CPD Special Purpose Award Level 6
on the NFQ (20 ECTS) and accredited by the
Mediators Institute of Ireland**

Participants will learn the essentials behind the strategic development, preparation and implementation of resolution processes in organisations, using a mediatory frame of reference. The programme will offer participants the opportunity to learn more about their own style, the models and practices available, and includes a skills-based component which provides an additional professional qualification in mediation.

Content includes:

- Mediation and its use in settling arguments, disputes and conflict in work and business settings
- Developing an understanding of the process of mediation and the tasks involved in each step
- The principles involved in effective mediation
- Skills for effective conflict resolution
- Your approach to conflict
- Introducing mediation into an organisation and the structures and policies needed
- Half day filmed practical assessment

What you said:

“One of the main advantages is how intensely the lecturers and the group practice and discuss real life cases. It really is a team effort and we benefited significantly from each other’s experience.”

Angela Kienle, Founder, Kienle Consulting

Rates: Member: €3290 | Non-member: €3690

Delivery: Online / Classroom / Blended

Start Dates & Locations:

Dublin: 25 March 2021 & 14 October 2021

Certificate in Mediation

6 DAYS

This programme is accredited by the Mediators Institute of Ireland

This programme introduces participants to the concept of mediation and its use in settling arguments, disputes and conflict. The process of mediation and the various tasks involved in each step and the skills for effective conflict resolution are developed throughout the course.

Content includes:

- Why people disagree
- Mediation – what it is and what it is not
- The mediation process in detail
- Skills practice
- Communication, coaching and dealing with conflict
- The role of the mediator
- Half day filmed practical assessment

This programme is for:

Human resource professionals, supervisors, managers, other professionals and those with an interest in learning how to deal effectively with conflict and disagreement.

What you said:

“An excellent introduction to the uses and benefits of mediation in dispute resolution in the workplace.”
Dr. Áine Fox, Senior Executive, Irish Medtech Association

Rates:

Member rate: €2700 | Non-member rate: €2900

Delivery:

Online / Classroom / Blended

Start Dates & Locations:

Dublin: 25 March 2021 & 14 October 2021



Managing Employee Relations and Engagement

4 DAYS

**Accredited by: Technological University Dublin
CPD Special Purpose award – Level 6 on the NFAQ
(5 ECTS)**

This course aims to develop the key knowledge and skills required of middle level managers to deal effectively and confidently with interpersonal conflicts, bullying and harassment, grievances and disciplinary matters.

Content includes:

- Replace Content includes with below:
- Learn how to develop a positive employee relations culture within a team or organisation
- Develop the critical skills needed to deal with grievances, disciplinary meetings and issues around bullying and harassment
- Gain an insight into critical areas of employment law and industrial relations
- Act with greater confidence and be more self aware when holding critical conversations
- Acquire key skills tools for conducting investigations effectively
- Learn how to mediate between two parties and achieve a positive outcome

This programme is for:

Manage performance and handle grievances and disciplinary meetings with confidence
Understand key employment legislation in this area”
Managers who want to build the skills and knowledge to maintain and grow positive employee relations within their organisations

Rates:

Member rate: €1900 | Non-member rate: €2100

Start Dates & Locations:

Dublin: 11 May 2021 & 18-19 May 2021



Foundations in Industrial Relations

2 DAYS

This programme introduces HR practitioners and managers to the key aspects of the Irish system of Industrial Relations, the stages involved in the process of negotiations and the essential skills of an effective negotiator.

Content includes:

- Introduction to history and development of the Irish system of Industrial Relations
- Know and understand collective bargaining and how pay is determined
- Know the principles involved in effective negotiations
- Develop/improve key interpersonal and negotiating skills necessary to manage Industrial Relations issues more effectively and confidently
- Know the key Industrial Relations Institutions that deal with disputes
- Understand the negotiation process through role-play and exercise

This programme is for:

Human Resource specialists, line managers and supervisors or team leaders, where understanding Industrial Relations is essential to those who manage people, especially those in a unionised environment.

Rates:

Member rate: €800 | Non-member rate: €900

Delivery:

Online / Classroom / Blended

Start Dates & Locations:

Dublin: 1 April 2021 & 18 November 2021

Conducting Investigations within the Workplace

2 DAYS

The Conducting Investigations programme provides participants with the necessary skills and knowledge to carry out fair and complete investigations. This programme focuses on the practices and procedures to be followed if an investigation into a grievance, disciplinary or bullying and harassment issue was needed.

Content includes:

- Key areas requiring an investigation
- Relevant legislation
- Requirement for fair procedures
- Understanding disciplinary procedures
- Dealing with disciplinary issues
- Poor performance, absence, general misconduct
- Dealing with serious/gross misconduct
- Dealing with grievances
- Dealing with complaints of bullying and harassment

This programme is for:

All managers wishing to improve their investigation skills and their understanding of the investigative process.

What you said:

"I am a HR manager with 11 years experience and I found this course excellent. It gave me a lot of fine tuning and attention to detail to improve our processes."

Aisling Morrison, HR Manager, FRS Recruitment

Rates:

Member rate: €800 | Non-member rate: €900

Delivery:

Online / Classroom / Blended

Start Dates & Locations:

Dublin: 27 January 2021, 27 May 2021, 26 August 2021 & 6 October 2021

Limerick: 8 July 2021

Cork: 13 May 2021 & 4 October 2021

Mediation Skills

2 DAYS

This programme is aimed at introducing participants to the needs, benefits and uses of mediation in the workplace. A focus of the course is on the development of practical skills which will enable participants to use mediation skills in workplace disputes and build their confidence in this area.

Content includes:

- What is mediation?
- Types of mediation
- Core skills of a mediator
- The mediation process
- Industrial Relations and Employment Law
- Conflict resolution
- Case examples/role-play

This programme is for:

All those interested in learning how to mediate in workplace disputes to try to ensure the best possible outcome for both the organisation and the individuals involved.

What you said:

“This course was very well presented. It taught me a whole new way of approaching certain situations and helped develop key skills that are required to do my role.”

Claire Kelly, Human Resources,
Creganna-Tactx Medical

Rates:

Member rate: €800 | Non-member rate: €900

Delivery:

Online / Classroom / Blended

Start Dates & Locations:

Dublin: 13 May 2021 & 11 November 2021

Trust in Care

1 DAY

This programme provides participants with the necessary skills and knowledge to carry out fair and complete investigations under the HSE Trust in Care Policy. It specifically focuses on the practices and procedures to be followed if an investigation into a complaint of abuse of a patient/client by a staff member is needed.

Content includes:

Procedures for Receiving a Complaint of Abuse

- How Complaints can arise
- Dealing with the Complainant
- Anonymous Complaints
- Reporting Procedures

Managing Allegations of Abuse

- Preliminary Screening of Complaints
- Protective Measures
- Principles Governing the Investigation
- Formal investigation Process – Steps
- Establishing the Terms of Reference
- Establishing the Facts
- Key Skills of the Investigator

Investigation Outcomes & Follow-up

- Complaint is Upheld
- Complaint is not Upheld
- False or Vexatious Complaints

What you said:

“A solid training suitable for both HR and operational management in investigation of TIC allegations.”

Tracey O’Malley, HR Manager, Dublin Simon
Community

Rates:

Member rate: €385 | Non-member rate: €425

Delivery:

Online / Classroom / Blended

Start Dates & Locations:

Dublin: 25 February 2021, 21 July 2021
& 7 October 2021

Occupational Health & Safety Programmes



Diploma in Occupational Health and Safety

12 DAYS

**Accredited by: Technological University Dublin
CPD - Level 7 on the NFQ (10 ECTS).
Associate/Technical membership of IOSH**

The main objective of this programme is to give participants an in-depth knowledge of the key legislation and regulations relating to OHS at work and its' practical implementation.

Content includes:

- OHS at work legislation and regulations
- Safety statement preparation and maintenance
- Consultation and the role of the safety representative
- Managing workplace hazards
- Risk assessment
- Manual handling
- Display Screen Equipment
- Electrical safety Machinery safety
- First aid
- Physical agents
- Biological agents
- Chemical safety
- Sensitive risk groups
- Psychosocial hazards
- Role of Health and Safety Authority

This programme is for:

Participants with sufficient (typically 3 years) active work experience in Occupational Health and Safety.

What you said:

"The course was excellent and well presented"
Darren Ryan, Westwood Clubs

Rates:

Member rate: €2990 | Non-member rate €3390

Delivery:

Online / Classroom / Blended

Start Dates & Locations:

Dublin: 22 March 2021 & 21 September 2021
Cork: 7 October 2021
Limerick: 24 March 2021

Certificate in Occupational Health and Safety

7 DAYS

**Accredited by: Technological University Dublin
CPD - Level 6 on the NFQ (10 ECTS).
Associate/Technical membership of IOSH**

The main objective of this programme is to give participants the core skills to advise managers or employees on a range of OHS issues. The programme will give participants an in-depth understanding of the key areas of OHS legislation and guidance. The course focuses particularly on applying current legislation and best practice in OHS management.

Content includes:

- Managing OHS
- Safety statements
- Safety management
- Role of competent person
- Managing workplace hazards and risks
- Manual handling and hazards at work
- First aid

What you said:

"I would fully recommend the course for people starting a career in OHS."
Thomas Quealy, OHS Support and Projects,
Medite Europe Ltd

Rates:

Member rate: €2400 | Non-member rate €2600

Delivery:

Online / Classroom / Blended

Start Dates & Locations:

Dublin: 12 February 2021 & 10 September 2021

Occupational Health & Safety Programmes



Diploma in Occupational Health and Safety

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Delivery:

Online / Classroom / Blended

Start Dates & Locations:

Dublin: 22 March 2021 & 21 September 2021

Cork: 7 October 2021

Limerick: 24 March 2021

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- First aid

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Thomas Quealy, OHS Support and Projects,
Medite Europe Ltd

Rates:

Member rate: €2400 | Non-member rate €2600

Delivery:

Online / Classroom / Blended

Start Dates & Locations:

Dublin: 12 February 2021 & 10 September 2021

Managing Safety

4 DAYS

Accredited by: Technological University Dublin
CPD - Level 6 on the NFQ (5 ECTS)

Every manager is legally responsible for the safety of their employees. This course equips managers with the essential skills needed to create and maintain a healthy working environment. The main objective of the course is to enable managers and OHS specialists to make a more effective contribution to their organisations by becoming aware of the legislation, risks, accident investigations and communications needed to build a positive OHS culture among the workforce.

Content includes:

- OHS and the law
- Safety management systems
- Managing safety
- Communication and consultation
- Do's and Don't's
- Investigating accidents, risks, incidents and hazards
- Improving the safety culture
- The role of the HSA
- Emergency planning
- Audits

What you said:

"I would highly recommend this course for anyone at any level of supervision in the workplace."
Bob Cowman, Operations Manager, Oxygen Environmental

Rates: Member: €1000 | Non-member: €1200

Delivery:

Online / Classroom / Blended

Start Dates & Locations:

Dublin: 11 May 2021 & 14 September 2021

Safety Officer and Co-ordinator

3 DAYS

This course will provide newly appointed safety officers/co-ordinators or line managers with direct responsibility for the administration and co-ordination of day-to-day health and safety matters in low risk workplaces with the necessary skills and knowledge to co-ordinate and control structures for managing health and safety needs.

Content includes:

- Health and safety legal system
- Management of health and safety at work
- Risk assessment & safety statement
- Accident prevention and management
- Role of the safety representative and competent person
- Common hazards including chemicals, manual handling, fire and D.S.E.
- Communication, consultation and the safety committee
- Role of the HSA

This programme is for:

HR/IR officers, co-ordinators or advisors with a role in OHS co-ordination. Managers or supervisors with direct OHS responsibilities or employees new to the OHS co-ordination role.

What you said:

"The course was made relevant to my workplace and will be really useful to me and my employer".
Helen O'Hara, Operations Assistant,
Overstock Ireland Ltd.

Rates:

Member rate: €625 | Non member rate: €800

Delivery:

Online / Classroom / Blended

Start Dates & Locations:

Dublin: 3 March 2021, 16 June 2021, 22 September 2021 & 1 December 2021

Safety Representatives

3 DAYS

This course seeks to define the roles and responsibilities of all parties within a company's health and safety system and to highlight how consultation plays a role in the vital success of any safety management system.

Content includes:

- Health and safety legal system
- Management of health and safety at work
- Risk assessment & safety statement
- Accident prevention and management
- Role of the safety representative and competent person
- Common hazards including chemicals, manual handling, fire and D.S.E.
- Communication, consultation and the safety committees
- Role of the HSA

This programme is for:

Newly appointed safety representatives and anyone who wishes to gain a greater understanding of their roles and responsibilities in health and safety management.

What you said:

“Excellent course which gave full in-depth knowledge of the safety representative's role and responsibilities.”

Karl Taylor, Quality Department, Castolin Eutetic

Rates:

Member rate: €625 | Non-member rate: €800

Delivery:

Online / Classroom / Blended

Start Dates & Locations:

Dublin: 24 February 2021, 9 June 2021,
8 September 2021 & 24 November 2021

Limerick: 21 April 2021

Cork :21 April 2021

Waterford: 21 April 2021

Safety Awareness for Managers

1 DAY

The objective of this course is to provide an overview for managers of their role and responsibilities when integrating health and safety with operational management. The course will give participants key skills to be able to review and develop systems within their workplace.

Content includes:

- The health and safety legal system
- Role of the employer, employees and manager in implementing health and safety at work
- Planning for health and safety
- Hazard identification
- Co-operation, competence, communication and control
- Proactive and reactive control
- Accident management
- Principles of manual handling techniques
- Presentation and delivery skills
- Communication skills

This programme is for:

Line managers, or those with a similar responsibility for the day-to-day management of employees and operations.

What you said:

“The trainer was very educated and motivated me to listen to every aspect of the course.”

Niamh Varszegi, Hospitality Manager,
Fitzers Catering

Rates:

Member rate: €275 | Non-member rate: €350

Delivery:

Online / Classroom / Blended

Start Dates & Locations:

Dublin: 20 April 2021 & 30 November 2021

Accident Management/Incident Investigation

1 DAY

While the focus of this course is primarily on the prevention of accidents, it will also cover arrangements to manage health and safety to ensure “due care” and to conduct investigations effectively, therefore minimising the potential for employer liability claims.

Content includes:

- Case law: lessons from successful defences
- Prevention methods to ensure a reduction in accidents in the workplace
- The legal and best practice approaches to intervention if an employee has an accident at work including
 - The Injuries Board
 - Practical accident and incident investigation
 - Report writing
 - Deciding the best approach for claims management
- Providing appropriate mechanisms for retention of employees who may have experienced injury
- Workplace safety code

What you said:

“Excellent training.”

Anmarie Foley, General Manager,
ADAPT Kerry Limited

Rates:

Member rate: €275 | Non-member rate: €350

Delivery:

Online / Classroom / Blended

Start Dates & Locations:

Dublin: 17 June 2021 & 7 October 2021

COVID-1: Lead Worker Representative

HALF DAY

The Department of Health and the Department of Business, Enterprise and Innovation, in collaboration with the Health and Safety Authority(HSA) and the Health Services Executive (HSE) have published a Return to Work Safely Protocol designed to support employers and workers to put measures in place that will prevent the spread of COVID-19 in the workplace. The Protocol requires each workplace to appoint at least one employee to perform the role of Lead Worker Representative. This employee must receive the necessary training to perform the role. This half-day training course has been developed to help those selected as a Workplace Representative understand their role in helping to help prevent the spread of COVID-19 in their workplace and in the community.

Content includes:

- The Return to Work Safely Protocol
- Keeping up to date with information
- Preventing the spread of COVID-19
- Control Measures
- Cleaning requirements
- Inspections
- Representing workers
- Consultation, Communication and reporting to management
- Record Keeping and documentation
- COVID-19 Response teams
- Supports for Mental Health

This programme is for:

This programme is for: Newly appointed safety representatives and all COVID-19 Lead Worker Representatives, Managers or those with a responsibility for occupational health and safety in their organisations.

Rates: Member: €190 | Non-member: €215

Delivery: Online / Classroom / Blended

Start Dates & Locations:

Dublin: 16 February 2021, 25 May 2021, 21 July 2021 & 12 October 2021

COVID-19: Managing/Controlling the risk

HALF DAY

The focus of the programme is to enable employers and managers to develop, implement, assess and improve a Covid-19 management programme that is compliant with the latest public health requirements

Content Includes

- Creating a COVID -19 Management Plan
- Develop a COVID-19 employee training Plan
- Explain the legislative requirements for employers and employees relating to COVID-19
- Recommended OSH arrangements for managing COVID-19
- Assessment approach to your organisations existing COVID-19 Management Framework

This programme is for:

Managers, Supervisors or OHS Specialists who want to implement, maintain, assess and improve their organisation's ability to manage the risks to their employees and the public from COVID-19.

Rates:

Member rate: €190 | Non-member rate: €215

Delivery:

Online / Classroom / Blended

Start Dates & Locations:

Dublin: 19 May 2021, 7 July 2021
& 14 October 2021

CEOs and Directors- Responsibilities Occupational Health and Safety

HALF DAY

This course looks to help CEO's and Directors and their responsibilities in setting the strategic aims for the business where they must have an understanding of the role that safety and health performance plays in the overall running of the business as well as their responsibilities and liabilities

Programme Overview

- A look at why manage health and safety at work?
- The liabilities of directors and officers undertakings
- Creating and Organising a positive health and safety culture
- The importance of risk assessments and safety statements
- Safety and Health monitoring and assessing performance Directors roles for safety and health
- Protecting your business's reputation and assets

This programme is for:

CEO's, Director's and Board members whose roles and responsibilities for safety and health accept collective responsibility on their company's legal health and safety obligations.

Rates:

Member rate: €190 | Non-member rate: €215

Delivery:

Online / Classroom / Blended

Start Dates & Locations:

Dublin: 4 March 2021, 20 May 2021, 11 August 2021
& 10 November 2021

Manual Handling Instructor and Assessor

5 DAYS

Accredited by: QQI - Level 6 Award

This programme provides a course for employers seeking a more efficient and cost effective manual handling training programme, utilising internal resources.

Content includes:

- Health and safety legal system
- Manual handling operations
- Hazards of manual handling and risk assessment
- Physiology, physiotherapy and bio-mechanics
- Principles of manual handling techniques
- Presentation and delivery skills
- Communication skills

This programme is for:

Participants wishing to attain the skills and knowledge required to be able to develop and deliver manual handling training sessions in their workplaces.

Rates:

Member rate: €1250 | Non-member rate: €1450

Delivery:

Online / Classroom / Blended

Start Dates & Locations:

Dublin: 15 June 2021

Fire Safety and Emergency Preparedness

1 DAY

The objective of this programme is to outline the principles of fire safety management, while addressing all statutory obligations relevant to fire safety. There will be a particular focus on emergency plans and how to implement them.

Content includes:

- Legislation review
- Principles of fire, i.e. classes of fire, extinguishers and their use
- Pre-fire planning
- Fire prevention
- Fire hazard identification and assessment
- Fire Marshal/Warden, Fire Awareness
- Portable fire extinguishers
- Emergency procedures/ evacuation procedures
- How to conduct emergency evacuation drills
- Theory of the use of portable fire extinguishers on all types of fire

This programme is for:

Managers, HR executives, safety officers and fire wardens who are involved in the management of fire evacuations and fire prevention in their workplaces.

What you said:

“Very good and informative course, very clear and precise. Trainer very clear and descriptive.”
Nicola Sexton, PA Manager, Frontier Economics

Rates:

Member rate: €275 | Non-member rate: €350

Delivery:

Online / Classroom / Blended

Start Dates & Locations:

Dublin: 28 April 2021 & 19 October 2021

Fire Warden Training

1 DAY

This programme is designed to provide the specialised knowledge and training required for a person to be able to carry out the duties of a Fire Warden. It will raise awareness concerning the management and behaviour of people in a range of emergency evacuation situations, and the necessary actions to be taken before, during and after an incident. It will detail specific duties such as designated areas, who to report to, evacuating people with limited mobility, etc.

Content includes:

- Have a greater understanding of the fire precautions that are built into your workplace
- Recognise the hazards and the threat posed by fire to people, property and jobs
- Understand why it is essential that fire emergency procedures are implemented and monitored on a daily basis
- Communication with fire wardens
- Checklists
- Different types of extinguishers
- Demonstrate an understanding of the nature and behaviour of fire

This programme is for:

Participants who are responsible for carrying out the duties of a Fire Warden within the organisation.

What you said:

“Very informative and well presented.”
Rebecca Kell, Tomkins & Co Solicitors

Rates:

Member rate: €275 | Non-member rate: €350

Delivery:

Online / Classroom / Blended

Start Dates & Locations:

Dublin: 14 October 2021

First Aid Response

3 DAYS

As part of the requirements for first aid provisions under current legislation, employers may decide that they need one or more first aiders. This course aims to provide participants with the knowledge and skills to be able to deliver essential first aid in their workplace. Successful participants will gain a PHECC certificate valid for 2 years.

Content includes:

- Patient assessment
- Cardiac First Response (CFR)
- Adult and child CPR
- Using an Automated External Defibrillator (AED)
- Choking
- Heart attack
- Bleeding control and shock musculoskeletal injuries
- Unconsciousness
- Medical emergencies
- Asthma
- Diabetes
- Seizures
- Fainting
- Burns/ electrical injuries
- Hypothermia and hyperthermia

Assesment:

Practical skills assessment and 20 Multiple Choice Questions (pass mark 60%).

What you said:

“Confident to act in an emergency.”
Niall Byrne, Lecturer, Study Group

Rates:

Member rate: €350 | Non-member rate: €450

Delivery:

Online / Classroom / Blended

Start Dates & Locations:

Dublin: 28 April 2021 & 12 October 2021

First Aid Response Refresher

2 DAYS

A 2-Day Refresher course is required at least every 2 years to recertify a PHECC certificate. Course includes practice of all skills, provision of clinical updates and other training need as identified by the instructor.

Content includes:

- Patient assessment
- Cardiac First Response (CFR)
- Adult and child CPR
- Using an Automated External Defibrillator (AED)
- Choking
- Heart attack
- Bleeding control and shock musculoskeletal Injuries Unconsciousness
- Medical emergencies
- Asthma
- Diabetes
- Seizures
- Fainting
- Burns/ electrical injuries
- Hypothermia and hyperthermia

Assesment:

Practical skills assessment and 20 Multiple Choice Questions (pass mark 60%).

What you said:

“Great instructor with interesting applicable stories.”
Vincent Dennany, Actuarial Corporate Reporting Manager, Hansard

Rates:

Member rate: €275 | Non-member rate: €350

Delivery:

Online / Classroom / Blended

Start Dates & Locations:

Dublin: 9 June 2021

Risk Assessment

1 DAY

Risk assessments are a vital part of a comprehensive and legally compliant safety management system. Section 19 of the Safety Health and Welfare at Work Act 2005 requires every employer to identify hazards in the workplace, assess the risk from these hazards and have a written risk assessment of the risks as they apply to persons exposed to them in the workplace. This Risk Assessment course is designed to provide participants with an overview of the process of risk assessment in the management of safety health and welfare at work within their workplace. Participants will carry out sample risk assessments during the course to ensure that practical and theoretical knowledge and skills are achieved. This course will equip successful participants with the knowledge and skills required to identify hazards and carry out workplace risk assessments.

Content includes:

- Safety, Health and Welfare at Work Act 2005
- General Application Regulations 2007
- Risk assessment process as part of the Safety Management System
- Hazard identification
- Risk Assessment methodologies
- Carrying out a Risk Assessment

Rates:

Member rate: €275 | Non-member: €350

Delivery:

Online / Classroom / Blended

Start Dates & Locations:

Dublin: 23 June 2021 & 17 November 2021

DSE/VDU Risk Assessor

1 DAY

This programme provides participants with the knowledge and skills to carry out Display Screen Equipment(DSE) / Visual Display Unit Ergonomic Assessments within your workplace and understand the scope of the legal requirements relating to the use of DSE.

Content includes:

- Health and Safety Legislation
- General Application Regulations 2007
- Ergonomic principals
- Workstation and workplace design and layout
- Posture and anthropometrics
- Identifying hazards of DSE/VDU work
- Assessment techniques and checklists

This programme is for:

Those who hold a role with responsibilities for managing, supervising, leading, employees in the place of work and are charged with carrying out Display Screen Equipment ergonomic risk assessments.

What you said:

"I feel the course was very well presented. The information was very relevant to my role and I feel I can apply what I have learned in my role and improve the process."

Joanne Burch, KBC

Rates:

Member rate: €275 | Non-member rate: €350

Delivery:

Online / Classroom / Blended

Start Dates & Locations:

Dublin: 24 March 2021, 6 July 2021
& 21 October 2021

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“ The experience has been excellent from the consultative meetings with Ibec on our training needs and strategic goals, to the course customisation, excellent teaching and facilitation provided.”

Grace Dunne,
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