 

Training and Learning

Training Catalogue

April 2024- April 2025

**Welcome to the Training and Learning Blended Delivery model!**

Don’t forget that as well as our extensive range of webinar and classroom courses, there is a wide range of online learning packages and skill booster videos, as well as a range of resources via Ashridge and Learning Nexus; all of which can be found on the Learning Zone:

**Skills Boosters:**

[Skill Boosters offer a series of **short films** that address meaningful workplace challenges in equality, diversity and inclusion, leadership and teamwork. To view the Skill Boosters catalogue, click here.](https://learningzone.northyorks.gov.uk/LZCS/search/search?keywords=boosters)

**Learning Nexus:**

[A suite of learning to support staff including ICT courses, health and safety, social care and health, workplace legislation and skills.](https://learningzone.northyorks.gov.uk/LZCS/course/coursedetails?learningTemplateId=6982&peopleId=94548&keywords=homepage)

**Ashridge:**

[Learning materials aimed at keeping up-to-date with the latest management thinking, including learning guides, pocket books, software guides, video clips, audio clips, book reviews and research and publications.](https://learningzone.northyorks.gov.uk/LZCS/course/coursedetails?learningTemplateId=6981&peopleId=94548&keywords=homepage)

If you have any questions or would like to provide feedback, please contact [trainingandlearning@northyorks.gov.uk](mailto:trainingandlearning@northyorks.gov.uk)

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**Top tips for getting the most out of virtual learning**

Here are some top tips for getting the most out of your virtual learning experience.

**Pre virtual learning tips**

**Protect your virtual learning time**

Like any class or meeting, block the time on your calendar, so other meetings are not scheduled in conflict. For any virtual learning, that is a full day or more, you may want to set an out of office message so others know you are unavailable.

**Identify a suitable learning space**

Identify an area where you can sit and learn free from distractions. If you are in an open office floor plan area, you may need to schedule a small room where you can speak freely, frequently, and with fewer interruptions.

**Schedule Internet bandwidth**

If at home, try to plan your virtual learning with family members. If multiple people are streaming video simultaneously, some slowdown is inevitable. Ask others to put their devices down whilst you complete your virtual learning.

**Ergonomic set up**

Make sure your desk is set up correctly for you. This will help eliminate any discomfort. The Display screen equipment (DSE) assessment tool is available on the intranet [here](http://nyccintranet/content/display-screen-equipment-dse).

**Consider natural light / ventilation**

Natural light and good airflow enhances the ability to concentrate over longer periods resulting in greater concentration and productivity. Embrace natural light and open a window where possible.

**Virtual learning tips**

**Approach**

Approach virtual learning just like you would if you were sitting in a classroom.

**Contribute**

When applicable, make an effort to engage with online discussions either verbally or via the group chat. Ask questions where appropriate. You are encouraged to seek help with the virtual learning platform or material if required.

**Make notes**

Making notes encourages you to engage with the virtual learning material and put it into your own words.

**Stay hydrated**

Remember to drink lots of water as this helps to combat fatigue and increases concentration.

**Screen break**

Avoid staring at the screen continuously. Give your eyes a break by looking away.

**Take regular breaks**

Schedule in actual breaks with some physical activity e.g. short walk. This can help to re-energise the brain.

**Post virtual learning tips**

**Reflection**

Reflect on the virtual learning content and write up any notes. Make sure that you have grasped the details before you conclude your learning.

**Complete online evaluation**

In order to continually improve our service to you and the public of North Yorkshire Training and Learning constantly monitor the standard of our courses. We would appreciate your participation in this process and ask you to take a few minutes to complete the online evaluation form.

**Technology top-tips**

* Webinars will begin promptly at the times stated. We recommend that you login in at least 15 minutes early to familiarise yourself with your virtual learning environment.
* Test your audio and video prior to the start of your virtual learning.
* Internal PC/laptop microphones are not recommended, as they tend to produce poor sound quality. Instead, we recommend that you use a microphone headset.
* If applicable, refer to your webinar (virtual classroom) joining instructions.
* As part of a webinar (your virtual classroom course), you may require access to a printer so you can make hard copies of documents. Confirm the webinar technical requirements prior to the start date e.g. is a camera / microphone headset required? (Do you have a working webcam and microphone?)
* Ensure you have reliable internet access.

**Health and Adult Services**

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| **Course Title** | **Brief Description** | **Delivery Method** | **Duration** | **Target Audience** |
| Supporting Individuals 16+ in decision making within the Mental Capacity Act | This course introduces the MCA and covers the 5 key principles, the 2 stage assessment and an awareness of the Best Interest Decision making. | Webinar | 3 hours | Staff working in provider settings such as care workers and reablement staff |
| Appropriate Adult Training (Police and Criminal Evidence Act 1984) | To enable delegates to undertake the role of an AA and be aware of the responsibilities within that role. | Webinar | 2 modules of 2.5 hours | Social Care Coordinators, Social Care Assessors, OT’s MHSW |
| Continuing Health Care Eligibility | To enable staff to have a clear understanding of the CHC process and how to identify those individuals who may be eligible for a DST. | Blended classroom and online modules | 2 online modules plus 3 hour webinar and a half day classroom | SCC, SCA, OT, MHSW. |
| Continuing Health Care roles for Provider Services | To enable staff within provider services to understand CHC process and be aware of the importance of their role within the process around evidence required and to understand the risks when this is not sufficient. | Webinar | 3 hours | Staff working in provider settings both internal and external providers. |
| Continuing Health Care and end of Life Provision including Fast Track eligibility. | To enable provider settings to understand how CHC links with provision of End of Life care | Webinar | 2.5 hours | Staff working in provider settings both internal and external providers. |
| S117 Aftercare | To enable staff to understand the process for the joint planning for the discharge of an individual under the MH Act. | webinar | 2 x 3 hours | SCC, SCA, OT, MHSW. |
| Defensible Recording – NYC Provider staff only | To enable staff to understand the principles and importance of recording accurately. | Webinar or a classroom half day to support the new delivery model to enable accessibility for staff | 3 hours | All staff working in provider settings who have a responsibility for recording. |
| Deprivation of Liberty Safeguards (DoLS) – Registered Managers / Deputies / Team Leaders of care homes and hospitals | To enable those working in managing authorities to understand what they need to consider when applying for an authorisation from the LA. | Blended  Webinar followed by classroom | 3 hour webinar and 3 hour classroom | Registered managers, deputy managers and team leaders in care home settings/ respite settings/nursing home settings. |
| Direct Payments Skills Workshop | To embed knowledge gained from the online package using practical application through case studies. Supported by a Direct Payment Advisor. | Classroom | 3 hours | SCC, SCA, MHSW, STRW, OT. Sensory SW. |
| Advanced Care Planning and End of Life: NYC staff only | This will support staff to approach advanced care planning, how to support someone who is at the end of life and the procedures that follow a death during current regulations. | Classroom | 6 hours | All Staff working in provider settings |
| Equipment, Adaptation and Telecare Solutions to Support independence. | To enable staff to understand how different solutions can help in different situations and environments. Introduces a range of solutions in a logical and practical way. Looks at how to give appropriate information advice and guidance to suit a person. Considers how equipment, adaptations and telecare is supplied and that it meets a persons needs | Webinar and Classroom | 4 hours webinar followed by 3 hours competence check in a practical setting. | For all HAS assessment staff (Newly qualified OTs within the last year, SCA, SCC, IC, and RO) who may need to consider equipment; adaptation and telecare to increase a persons independence |
| IAAP (Induction into Adults Assessment Pathway) Modules 1 to 4 | This course is designed to support new staff into their role within the Assessment team. It will cover Legislation, Mental Capacity Act/Deprivation of Liberty, Strength based Assessment and Strength based support planning. | E learning, webinar and classroom | 2 x eLearning package, 1 x full day webinar and 2 x full day classroom. | For all HAS assessment staff new in post (Newly qualified OTs within the last year, SCA, SCC, IC, TOCC, sensory teams) and registered managers/team leaders/Deputy managers in Provider services. |
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| Intermediate Mental Capacity Act 2005 | Supports social care coordinators / newly qualified social assessors to support Individuals (age 16+) in making decisions under the Mental Capacity Act with key decisions over and above day-to-day activities of daily living. | Blended Webinar and classroom | 3 hours webinar followed up with a 3 hour classroom. | HAS Assessment staff (SCA/SCC/Mental Health/OT/Sensory/Direct Payments/Living Well  and HAS/CYPS Transitions), Registered and LD Managers, Deputy Managers. Children’s Social Workers who have not yet undertaken the MCA Complex decision making course |
| Mental Capacity Act: Complex Decision Making Part 1 and Part 2 for Experienced Practitioners and Managers | This is designed to provide opportunities for discussion on practice issues around the implementation of the Mental Capacity Act and Deprivation of Liberty Safeguards, including ways of decision making, improving communication, capacity assessment, advanced care planning, best interest meetings, decision making and associated record keeping  To develop and enhance practitioner understanding and confidence to the MCA Best Interest meeting. To enable those undertaking this role to be able to obtain, analyse and evaluate complex evidence and differing views and weigh them appropriately in decision-making. The course will include undertaking practical skills sessions and opportunity to discuss individual casework. | Classroom | In two parts – each part is 6 hours | Managers of practitioners who are making complex decisions and the practitioners themselves e.g. General Managers, Care Service Managers, Team Managers in Mental Health Services, HAS Assessment Team  Managers, Social Care Assessors, OT’s, Mental Health and other Social Workers, Social Care Coordinators, Home Care Managers, LD Managers and Registered Managers of Residential Care Homes within NYC |
| Reablement Delivery Induction NYC STAFF ONLY | To support new staff to understand the concept of reablement and to look at the techniques of reablement in order to increase an individuals independence. | Classroom | 6 hours | Reablement Care & Support Workers Care & Support Workers (PCAH & Extra Care) Team Leaders (Reablement) Team Leaders (Provision) Reablement Managers Registered Managers (Provision). |
| Safeguarding Adults Raising a Concern Champions | This course is designed to equip you to deliver the NYC Safeguarding Adults Raising a Concern training package to groups of staff/volunteers concerned with the safety of adults at risk. | Blended  Webinar and classroom | 3 hours webinar and 3 hours classroom | This course is designed for organisations that have 50 or more staff that require level 1 Raising a Concern training, and/or organisations who support a large number of volunteers for whom attending classroom sessions is difficult. Such organisations will nominate an Champion to deliver this training in their own organisations |
| Safeguarding Adults Level 1 Raising a Concern | This training for any person who has close and regular contact with adults (people over 18) to increase awareness of how the different types of abuse, how to safeguard adults from abuse, how to recognise signs and symptoms of abuse, work to prevent abuse occurring and action to take should you suspect abuse is taking place | Webinar | 3.5 hours | This training is for all staff / volunteers / advocates etc. who have close and regular contact with adults at risk. Attendees are welcome from all sectors for example, the Private, Voluntary and Independent social care sectors, personal assistants etc. |
| Safeguarding Adults Level 2 Safeguarding Concerns Manager | This is designed to provide knowledge of the Safeguarding Concerns Manager role, in dealing with a Concern relating to a suspicion of Abuse of an Adult at Risk. It guides participants in understanding the legislative framework (Care Act 2014) and the practicalities of dealing and responding to a Concern, and how to make a Safeguarding Adults referral to NYC | Webinar | 6 hour webinar | All managers of social care provider services i.e. Home Care Managers, Assistant Home Care Managers, Registered Managers, Duty Managers, nominated Level 3 workers, Team Managers, Team Leaders. Managers and team leaders in private and voluntary sector organisations who act as Safeguarding Concerns Manager within their organisation. |
| Safeguarding Adults Level 3 Enquiry Officer Training | This will take you through your role as a new enquiry officer and your responsibilities within the NYC operational guidance, using discussion and case studies to highlight some of the ways in which safeguarding will be conducted within North Yorkshire | Blended  Webinar and classroom | 2 x 2.5 hours webinar  3 hour classroom | This course is for NYC staff only and is for those staff who are 1 year post qualified Social Worker, Occupational Therapist or Mental Health Social Worker/AMHP and have been identified to carry out the role of an enquiry officer. |
| Safeguarding Coordinator | This course is designed to prepare delegates to be able to have an understanding of the role of the Safeguarding Co-ordinator and how to undertake the chairing of safeguarding adults planning meetings It is in line with legislation, current best practice, the NYC safeguarding adults operational guidance and the Safeguarding Adults Multi Agency procedure | Blended  Webinar and Classroom | 2.5 hours webinar  3 hours classroom. | Examples of Target Audience  Team Managers, Care Service Managers, Mental Health Social Care Leads, General Managers, Safeguarding Officers & equivalent positions in health services.  This course is for staff from Health and Adult Services only |
| Section 117 Aftercare | This course is designed to support staff working within the assessment teams to understand the S117 duties under the MH ACT and Care Act and to be aware of the role they undertake within the pathway. | Webinar | 2.5 hours x 2 webinars | For HAS Assessment staff, OT’s, Social Workers, SCC, TOCC, STRW, Sensory team. |
| Skills for Care Induction - Supporting the Person 4 Modules | This training provides delegates information required in their role as frontline workers when supporting people both in the community setting and within residential environments. The content is designed to meet some of the Competencies introduced with the 15 Care Certificate Standards and will include support on how to complete the care certificate standards | Classroom | 2 days 6 hours per day | All new frontline workers in adult social care provider services working for NYC, Private, Voluntary and Independent sectors including learning disabilities, older people and mental health provision, REABLEMENT workers, STR workers, housing support workers, day services and employment officers |
| Team Teach Positive Behaviour Management 12 hours | This two-day course designed to deliver proven, safe strategies for anyone managing challenging behaviour in medium-risk settings. It provides an understanding of the causes of challenging behaviour, along with respectful, supportive and practical strategies for de-escalation and crisis intervention. All techniques that are taught are situated within an approach to behaviour management which seeks to minimise the need for physical intervention and maintain positive relationships. | Classroom | 2 days | Aimed at individuals who support people with documented special needs or challenging behaviours, and who may pose a risk to themselves or others.  Learning Disability NYC staff only |

**Health and Safety**

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| **Course Title** | **Brief Description** | **Delivery Method** | **Duration** | **Target Audience** |
| First Aid at Work | The First aid at Work Programme of learning is designed to meet the requirements of the Health and Safety First Aid Regulations 1981(as amended). These regulations are defined in the Health and Safety Executive (HSE) Approved Codes of Practice and Guidance (ACOP) document L74. | Classroom | 3 days | This is for Medium to High Risk places of work with more than 50 employees in the workplace.   * Designated Workplace First Aiders * Outdoor Ed Instructors * Highways Officers |
| First aid at Work Requalification | The First Aid at Work Re-Qualification programme is a programme designed to meet the re-training requirements for the holders of a First Aid at Work Certificate. | Classroom | 2 days | As above |
| Emergency First Aid at Work | The EFAW programme is a 6 hour delivery of learning designed to meet the requirements of The Health and Safety (first aid) regulations. These regulations are defined in the HSE Approved Codes of Practice and Guidance Document L74. | Classroom | 1 day | This is for Low to Medium Risk places of work with up to 50 employees in the workplace.  Designated Workplace First Aiders  Senior Care Workers or Shift Leads |
| Basic Life Support | The Basic Life Support programme provides a 3 hour practical based approach to learning Basic Life Support Skills. | Classroom | 3 hours | This is for Low to Medium Risk places of work.  Teaching staff  Foster Carers  Passenger Transport Staff |
| Early Years Paediatric First Aid | The Paediatric Early Years First Aid programme provides 12 hours of first aid training to ensure employees can administer emergency first aid for all ages, Infant, Child and Adult. Within the programme Basic Life Support skills for Infant, Child and Adult are delivered making the course ideal for those that work with children. The qualification meets the recommendations of the Health and Safety Executive for appointed persons in the workplace. | Classroom | 2 days | Teaching staff  Foster Carers  Nursery Worker  Passenger Transport Staff  Childrens Resource Centre Workers  Child Minders |
| Anaphylaxis Management | The course is designed to ensure that employees can, not only, administer / use an Auto-Injector in the treatment of anaphylaxis but are able to manage the workplace and potentially prevent the occurrence. | Classroom | 3 hours | Workplace First Aiders  Teaching staff  Foster Carers  Passenger Transport Staff  Childrens Centre Staff  Childrens Resource Centre Staff |
| Fire Warden | This half-day course for fire wardens has been revamped to ensure that participants achieve a thorough awareness and understanding of the threat posed by fire, their personal responsibility in preventing an outbreak and the action to be taken should a fire occur. The course is presented by an FPA qualified trainer and all delegates receive theory on training in fire extinguishers. | Webinar | 3 hours | Designated Workplace Fire Wardens |
| Moving and Handling Leads Training | This course will ensure that Moving and Handling Leads have a sound knowledge of relevant legislation and their responsibilities regarding the moving and handling of people, including biomechanics and efficient movement. It is also designed to ensure safe practice using a range of techniques and ensure the Leads have the necessary skills to train and assess safe practice to other staff. | Classroom | 14 hours | Appointed Moving and Handling Leads  Registered Managers and Deputies  Care Staff involved in the Moving and Handling of service users |
| Epilepsy Management | This training is for those staff who are required to support people with epilepsy including the administration of emergency rescue medication as required. This course will look at all age groups and will fit to the need of the learner and their workplace management of epilepsy including types of Epilepsy, what to do in an emergency and Health Care Plans. Competency assessment of administration of buccal midazolam, VNS and rectal Valium. | Classroom | 3 hours | This course is for all staff involved in the care / support of people with Epilepsy. ONLY |
| Diabetes Training | To provide an overview of Diabetes and current treatments available including how to monitor diabetics and assist in managing the condition where appropriate. | Webinar | 3 hours | Staff working with individuals who require support with management of blood sugar levels including reablement staff, LD staff and staff working in EPH where they have not received this training |
| Gastrostomy (PEG) and Care Training | To raise awareness of the issues surrounding the care required by people who have a Gastrostomy (PEG) tube. | Webinar | 3 hours | This is for Childrens Resource Centre Staff for those dealing with Service Users requiring PEG Care / Management |
| Safe Handling of Medicines – Domiciliary Care (elearning) | This course aims to develop the knowledge and skills of care staff to competently administer medicines within a care home and to understand the need for accurate written documentation. | Webinar | 2 hours | This online learning is aimed at domiciliary care staff who will undertake medicine administration as part of their job role. |
| Safe Handling of Medicines – residential Care (elearning) | This course aims to develop the knowledge and skills of care staff to competently administer medicines within a care home and to understand the need for accurate written documentation. | Webinar | 2 hours | This online learning is aimed at residential care staff who will undertake medicine administration as part of their job role. |
| Safe Handling of Medicines | The course is suitable for care staff who are or who may in the near future be involved in the administration of medicines in care settings, for example Adult Respite Units, Residential Care, Domicilary Care and Childrens Resource Centres.ALL candidates must complete the ON Line Safe Handling of Medication Course (Either Residential or Domicillary Care ) prior to attending this course. This course should be repeated every 3 Years or sooner if required by your Line Manager. | Classroom | 1 day | Registered managers, shift leaders, deputy managers, senior resource workers and senior night workers |
| Safe Handling of Medicines – Competency Assessment Training for Managers | By the end of the course, participants will be able to have the tools and knowledge to assess the competency of other staff working with Residential or Domiciliary Care within HAS. | Classroom | 1 day | This training is for those staff who have been identified within HAS Operations to assess the competency of staff for domiciliary settings including PCAH/START, Supported Living, Community Learning Disability Services and Residential Care. |
| Manual Handling/Back Care Awareness | The course incudes the elements required in the councils manual handling - inanimate loads policy which are: Manual handling risk factors and how injuries occur How to carry out manual handling, including good handling technique Appropriate systems of work for the individual's tasks and environment Ergonomics and use of mechanical aids Practical application of manual handling techniques | Classroom | 3 hours | The course is for council employees who are required to complete manual handling activities as part of their employment. It does not include the moving and handling of people |
| Emergency First Aid for Social Care | This course covers the role of the fist aider, the management of the scene of an accident using the 5-point plan and the following health emergencies:   * Manage an unconscious casualty * Perform cardio-pulmonary resuscitation to a standard that is safe, prompt and effective * Manage the choking casualty – conscious and unconscious * Treat severe external bleeding and shock * Treat burns and scalds > Understanding Strokes, TIA's, Angina and Heart Attack, and manage the casualty safely until help arrives. > Recognise Sepsis and know when to call for an ambulance. > Falls assessment and ISTUMBLE   ASSESSMENT OF COMPETENCY IS INCLUDED IN THE TRAINING | Classroom | 5 hours | For newly appointed staff working in Health and Adult Services provider settings for example residential care homes\*, learning disability respite units\*, domiciliary settings, Reablement, supported living services and day services. |
| CPC PCV | For paid drivers (commercial use) to drive a lorry, bus or coach as the main part of your job. | Classroom | 5 days | For paid drivers (commercial use) to drive a lorry, bus or coach as the main part of your job. |

**Mental Health**

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| **Course Title** | **Brief Description** | **Delivery Method** | **Duration** | **Target Audience** |
| Body & Mind: Physical & Mental Health | This course aims to explore the physical and mental health needs that many people who use services may have, and look at ways in which these needs can be met by workers. | Webinar | 3 hours | Staff working with adults experiencing mental ill health (Not Mental Health Professionals). |
| Mental Health Awareness for Managers | This training will provide managers with the opportunity to discuss mental health and wellbeing. They will explore the signs to look out for when identifying mental ill health and how they might respond. There will be signposting to helpful websites and resources | Classroom | 3 hours | All Managers (Not Mental Health Professionals). |
| Mental Health Conversations for HAS Staff | This training provides HAS staff with the opportunity to explore the signs to look out for when identifying mental ill health, how they might approach and respond to someone needing support and signposting to helpful websites and resources. | Classroom | 3.5 hours | This training is suitable for all frontline colleagues across HAS (E.g. Social Workers, SCC, OT, IC, TOCC, Reablement, all Provider Services, Targeted Prevention). |
| Mental Health First Aid: Adult | Mental Health First Aid teaches people how to recognise those crucial warning signs of mental ill health. It is an educational course which teaches people how to identify, understand and help a person who may be developing a mental health issue. On completion of this training you will be expected to carry out the role of a Mental Health First Aider. | Classroom | 2 days – 2 x 8 hours | Living Well Workers, STR Workers, Identified Champions/MH First Aiders in Provider Services. (Not Mental Health Professionals). |
| Mental Health First Aid: Youth | Youth Mental Health First Aid (MHFA) courses are for those who support young people aged 8-18. We train the adults in a young person’s life to have the skills and confidence to step in, offer first aid and guide them towards the support they need. In doing so, they can speed up a young person’s recovery, stop issues from developing into a crisis, and ultimately save lives. | Classroom | 2 days – 2 x 8 hours | Staff working directly with young people 8-18yrs that have been identified as Mental Health First Aiders by their Service. (Not Mental Health Professionals). |
| Personal Resilience and wellbeing | This training aims to build on individuals’ understanding of resilience and how resilience can have a positive influence on performance and wellbeing. | Webinar | 2 hours | All Staff |
| Understanding Anxiety And Depression | To introduce participants to the key features of depressive and anxiety related conditions. | Webinar | 3 hours | Staff working with adults experiencing anxiety and depression (Not Mental Health Professionals) |
| Talking About Mental Health | This training will provide attendees with the opportunity to explore the signs to look out for when identifying mental ill health.  They will also consider how they might approach and respond to someone needing support. There will be signposting to helpful websites and resources. | Webinar | 2 hours | All Staff |
| SALT - Suicide Prevention | This training is designed to help workers identify the possible signs of suicidal ideation, assess risk and support someone in seeking help | Classroom | 7 hours | Staff working with adults at risk of suicidal ideation. (Not Mental Health Professionals) |
| AMHP CPD County Approved Mental Health Professional (AMHP) Forum | Forum for Approved Mental Health Professionals. | Webinar | 3 hours | AMHP’s |
| AMHP Legal Update | This training covers relevant case law, provides a chance to learn about recent cases, understand the implications of these cases and have the opportunity to discuss them with others. | Webinar | 3 hours | AMHP’s |
| Mental Health Awareness | The course aims to raise awareness about mental health, helping delegates to spot signs and symptoms of mental health problems and suggesting some of the ways that they might be able to help and signpost to appropriate support. The course also covers the ‘5 ways to wellbeing’ a tool which can help delegates look after your own mental health. | Online |  | All Staff |

**Safeguarding Children**

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| **Course Title** | **Brief Description** | **Delivery Method** | **Duration** | **Target Audience** |
| Communicating with Disabled Children | This course will introduce participants to the range of communication disabilities children and young people may face.  It will also offer strategies for facilitating communication and building interaction. | Webinar | 2.5 hrs | This course is aimed at Specialist Foster Carers and anyone who works with children with a disability. |
| Missing from Home & Care | * What is meant by missing * Understand why young people might go missing * Understand the risks associated with going missing * Understand the roles and responsibilities of professionals and the importance of Multi agency working and information sharing * Understand the appropriate responses to children and young people returning from 'missing' episodes, including return interviews. | E-Learning |  | This online learning is mandatory for Children & Young People Service staff. |
| NYC Tackling Exploitation of Children & Young People | Tackling exploitation is a service priority – front line workers need to be equipped to spot signs of children and young people being exploited through grooming from child sexual exploitation to criminal activities | Webinar | 5.5 hours | This course is for Children & Young People Service staff & Foster Carers |
| NYC Signs of Safety Conferencing Pathway | It has been highlighted as being essential training to enable any professional become an active participant in the child protection conference process | Webinar | 5 hours | This course is for NYC CYPS staff who are expected to attend & contribute to both Initial Child Protection Conferences & Review Child Protection Conferences, including Strategy Meetings & Core Groups |
| NYC Domestic Abuse | This course looks at Domestic Abuse specific to the impact on children and their families. | Webinar | 5 hours | This course is for Children & Families Service staff & Foster Carers |
| NYC Impact of Abuse & Neglect on the Developing Child | To explore what is meant by child development in the context of safeguarding. To look at how abuse and neglect impacts on child development and how we may recognise this | Webinar | 5 hours | This course is for NYC CYPS staff & Foster Carers |
| NYC Safeguarding Children | To update knowledge of child protection issues, including: definitions, indicators, legislation, guidance, and processes. | Webinar | 3 hours | This course is for NYC CYPS staff & Foster Carers |
| NYC Safeguarding Children with Disabilities | How to safeguard children with disabilities from abuse, considering how their specific needs are addressed in safeguarding children protocols. | Webinar | 2.5 hours | This course is aimed at Specialist Foster Carers, Children's Resource Centre staff and anyone who works with children with a disability. |
| NYC Trilogy of Risk | To examine how the three issues of parental substance misuse, parental mental illness and domestic abuse, can impact on parenting. | Webinar | 3 hours | This course is for NYC CYPS staff & Foster Carers |
| NYC Young People: Risky Behaviour & Safeguarding | This training covers a range of risky behaviours and the links to adolescent development. It explores issues relevant to safeguarding young people exhibiting risky behaviours, including self-harm, legal highs, substance misuse, unsafe relationships, sexual practice and gangs and groups. | Webinar | 5 hours | This course is for NYC CYPS staff & Foster Carers |
| NYC Coercive and Controlling Behaviour | Coercive control is recognised as the behaviour that underpins domestic abuse. It is a pattern of behaviour, which seeks to take away the victim’s sense of self, minimising their freedom of action and violating their human rights This training will support delegates in identifying and responding to incidents of coercion and control. | Webinar | 5 hours | Health and Adult Social Care Staff |

**Foster Carers**

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| **Course Title** | **Brief Description** | **Delivery Method** | **Duration** | **Target Audience** |
| Foetal Alcohol Spectrum Disorders - Foster Carers | This course aims to provide Foster Carers with the knowledge, understanding and skills to enable them to support children and young people. It focusses on the causes, impact and consequences of Foetal Alcohol Syndrome. | Webinar | 2.5 hours | Foster carers and C&F staff |
| Foster Carers Panel Training | This training is to provide Foster Panel Members with an annual development opportunity to enhance their skills as a panel within NYC. | Webinar | 7 hours | Foster Carer Panel Members. |
| Fostering Changes - A 12 week course in how to improve relationships and manage difficult behaviour | A 12 week course in how to improve relationships and manage difficult behaviour. There are 2 versions of this training which are aimed at foster carers working with children aged under 12ys and over 12yrs old. Social Workers advise on which versions of the training are needed each year | Webinar or Classroom | 12 x 3 hours | This training is by invitation only. |
| Introduction to Working with Unaccompanied Asylum Seeking Children (UASC) | This is an introductory course for all those who are involved in working with or supporting unaccompanied asylum seeking children and care leavers, including managers, social workers, personal advisors, support workers, independent reviewing officers and foster carers. The course covers law, policy and processes affecting asylum-seeking children and young people, focusing on unaccompanied children who are looked after and care leavers. | Webinar | 7 hours | Foster carers and C&F staff |
| Keeping Children’s Memories Safe - Foster Carers | This course aims to provide Foster Carers with the knowledge, understanding and skills to enable them to support children and young people in relation to keeping their memories safe. It focusses on the importance of life story work for looked after children and includes some practical hints and tips to enable the work to be carried out with the child rather than for the child | Webinar | 2.5 hours | Foster carers and C&F staff |
| 2 Day Life Story Work | This webinar is delivered by Katie Wrench and will enable participants to learn about a model of life story work, developed by the trainer. The model encompasses 6 key areas for children and young people. The thread throughout all these processes is to support a sense of permanence for the child; embedding the child in the foster or kinship placement while offering an opportunity to process his multiple losses (including that of the birth family and previous foster carers if applicable) and therefore to develop a coherent, narrative account of his life.  This webinar is held over 2 days. Delegates must attend both sessions. | Webinar | 2 x 7 hours | C&F Staff and Foster Carers |
| Managing Challenging Behaviour - Foster Carers | This course aims to provide Foster Carers with skills and tools to enable them to support children and young people though times of emotional crisis. Carer will understand the need to not only provide support to the child/young person but also the need to teach them better ways of coping with stress in the future. | Webinar | 2.5 hours | Foster Carers & C&F Staff |
| Safer Caring and Allegations for Foster Carers | This webinar aims to provide foster carers with the knowledge, understanding and skills to enable them to support children and young people who may have experienced abuse or trauma. It focusses on the Safer Care Model and explores the impact for both the child and carer. This course also describes the process for dealing with allegations and the support available. | Webinar | 2.5 hours | Foster carers and C&F staff |
| Secure Base 1 - Core Concepts, Availability & Sensitivity | This training focuses the core concepts of attachment theory and the Secure Base model.. Secure Base 1 focusses on the Secure Base dimentions of availability and sensitively. This training is part 1 of 2 part training. Secure Base 2 should also be completed. | online package |  | Foster carers and C&F staff |
| Secure Base 2 - Acceptance, Co-operation & Family Membership | This training focuses the core concepts of attachment theory and the Secure Base model. Secure Base 2 focusses on the Secure Base dimensions of Acceptance, Co-operation and Family Membership. This training is part 2 of 2 part training. Secure Base 1 should also be completed. | online package |  | Foster carers and C&F staff |
| Self Harm - Foster Carers | This course aims to provide Foster Carers with the knowledge, understanding and skills to enable them to support children and young people. It focusses on the causes, impact and consequences of Self Harm. | Webinar | 2.5 hours | Foster carers and C&F staff |
| Secure Base for Experienced Foster Carers | The Secure Base online learning for Experienced Foster Carers is an interactive course for practicing foster carers who may have become accredited prior to the development of Secure Base 1 and 2 training or would like to refresh their knowledge of Secure Base 1 and 2.  The course provides an explanation of key concepts in attachment theory and how it is linked to the Secure Base Model. It explains the five dimensions of the Secure Base Model and gives working examples of using it in practice. | online package |  | Foster carers and C&F staff |
| Understanding Identity and Contact - Foster Carers | To explore what is meant by identity and contact in the context of foster care. We will examine how we manage feelings of grief and loss and look at how we can best support children, families and ourselves through the contact process. | Webinar | 2.5 hours | Foster carers and C&F staff |

**Children and Young People**

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| **Course Title** | **Brief Description** | **Delivery Method** | **Duration** | **Target Audience** |
| Makaton Foundation levels 1 & 2 | The Levels 1 and 2 combined Workshop provides a detailed introduction to the Makaton Vocabulary - 280 signs and symbols taught The course is very practical with full demonstration and of all signs - no signing experience needed. Research into sign use, symbols design themes, the use and purpose of Makaton, and an overview of alternative systems of communication. | Webinar | 4 half days | This course is aimed at Family Outreach Workers who have been nominated to attend. Please speak to your Manager before booking. |
| Team Teach Positive Behaviour Management 6 hours | This one day course provides individuals with practical, interactive training, designed to transform participants’ practice in the workplace, allowing those working in a low-risk settings to understand and implement holistic behaviour management strategies. It will equip individuals with simple de-escalation strategies and basic positive handling techniques to deal with challenging behaviour and encourage positive relationships in their working environment. | Classroom | 6 hours | CYPS Inclusion Disabled Children's Social work teams; Locality Team Leaders, Assessment & Review Officers, Social Workers, Family Support Workers, Sessional Workers. Suitable for anyone working in low-risk adult or children's service settings such as IPT. |
| Team Teach Positive Behaviour Management 12 hours | This two-day course designed to deliver proven, safe strategies for anyone managing challenging behaviour in medium-risk settings. It provides an understanding of the causes of challenging behaviour, along with respectful, supportive and practical strategies for de-escalation and crisis intervention. All techniques that are taught are situated within an approach to behaviour management which seeks to minimise the need for physical intervention and maintain positive relationships. | Classroom | 2 days | CYPS Inclusion Disabled Children's Services: Registered Manager, Deputy Children's Resource Centre Manager, Senior Children's Resource Centre Worker, Resource Centre Worker and Short Breaks/Contract Foster Carers; IPT staff where appropriate. Aimed at individuals who support people with documented special needs or challenging behaviours, and who may pose a risk to themselves or others. |
| Mind of My Own | This training will introduce Children's Services staff to Mind Of My Own.  Mind of My Own helps children and young people express themselves and communicate with professionals, making sure everyone is heard. The award-winning apps have been co-produced with children and young people to ensure they’re easily understood and encourage participation. | Webinar | 1.75 hours | C&F Services |
| Court Skills | The course will cover the legal requirements for care proceedings. This will include current legislation,  pre proceedings, PLO, evidence, the adoption process, placement orders, ADM.  This course is held over 2 days.  Delegates must attend both days to complete this training. | Webinar | 2 x 7.5 hours | This training is for qualified social workers in C & F Service |
| Achieving Best Evidence | Knowledge of a section 47 of the Children Act 1989 investigation and its associated practices to achieve Best Evidence in Safeguarding and / or criminal proceedings are essential to the practice of CYPS social workers, particularly when working with our colleagues in North Yorkshire Police. The course will provide the knowledge and practice required to fulfil this role. | Classroom | 2 x 7 hours | This training is for qualified social workers, practice supervisors and team managers of the Children and Young Persons Service Directorate within North Yorkshire |
| Three Day Introduction to Systemic Practice | The Systemic Practice training is a three day introduction to Systemic thinking which underpins the Systemic ideas used within the Relational Practice model of NYC. The trainers are Systemic Practitioners and will use case examples and videos from workers, to apply the tools in an accessible and practical way. Through consideration of some Systemic tools that are used (eg Social Graces, Cultural Genograms, Safe Uncertainty and Hypothesising) and thinking about how to apply them within our practice reflexively with children and families, workers will feel more confident in integrating them into their thinking and interventions.  The training is delivered over Teams and is one day a week over three consecutive weeks. Delegates will need to attend all three sessions. | Webinar | 3 x 6 hours | The training is aimed at all Children and Young People’s Service staff who are working directly with children and families or supervising those that do |
| 3 day Introduction to Strength in Relationship Practice Model | The NYC Strength in Relationship Practice Model is the defined way we all hope to practice within CYPS Children & Families Service & this course will provide you with the basic information to assist & influence your practice. 'Our Purpose is to support positive change that continues after we no longer need to be involved’. | Webinar | 2 days | This course is for any of the following CYPS roles, as approved by the Strength in Relationship Practice Model Steering Group; including but not exclusive, Adoption Social Worker, Fostering Social Worker, Practice Supervisor, Advanced Practioners, Team Manager, Children & Families Worker, Social Worker, Deputy Manager, Registered Manager, Residential & Edge of Care Worker, Senior Social Worker, Early Help Consultant, Early Help Consultant, Independent Reviewing Officer, Multi Agency Screening Team |

**Professional, Technical, Organisational**

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| **Course Title** | **Brief Description** | **Delivery method** | **Duration** | **Roles** |
| An Introduction to Coaching Conversations | This webinar is for people who would like to adopt a coaching conversations approach in their day to day work to support working with colleagues and customers face to face and remotely. This course will equip you with a basic understanding of coaching and will help you to begin to develop the ability to practically apply coaching in your day-to-day working practices. | Webinar | 3 hours | Non managers |
| Developing Skills for professional accuracy | The Course will enable you to develop skills in transferring data accurately and quickly. The Course will cover accurate data transfer in relation to numerical data. You will develop techniques for improving concentration. You will be introduced to the concept of un-clustered numbers, advantages of 3's. Typical types of mistakes will be identified and you will develop strategies to reduce mistakes in the work place. Proof reading and checking will form a key part of the course throughout. | Classroom | 5 hours | This Course is aimed at all staff that process large amounts of data as part of their core role |
| Equality, Diversity and Inclusion – Managers session | This training session will support managers to develop their knowledge of equality, diversity and inclusion (EDI) and to understand what this looks like in practice for them and their team in relation to service delivery. | Classroom | 3 hours | This is mandatory training for all managers within the council |
| Equality, Diversity and Inclusion – Managers session (Webinar) | This training session will support managers to develop their knowledge of equality, diversity and inclusion (EDI) and to understand what this looks like in practice for them and their team in relation to service delivery. | Webinar | 3 hours | This is mandatory training for all managers within the council |
| Equality, Diversity and Inclusion – frontline session (Webinar) | This training session will support front line colleagues to develop their knowledge of equality, diversity and inclusion (EDI) and to understand what this looks like in practice, in relation to service delivery. | Webinar | 3 hours | This is mandatory training for all frontline colleagues within the council |
| Equality, Diversity and Inclusion – Front line colleagues | This training session will support front line colleagues to develop their knowledge of equality, diversity and inclusion (EDI) and to understand what this looks like in practice, in relation to service delivery. | Classroom | 3 hours | This training is aimed at all front line colleagues and is mandatory training. |
| Making every contact count | This webinar helps delegates to apply the principles of Making Every Contact Count. By completing the online learning the delegate will gain an understanding of the principles, the relevance to their role and some basic knowledge of theory on how to implement MECC. The webinar activities will confirm and expand on the understanding and incorporate some practical application of the theories. There is also an expectation that delegates will attend a further session after 4 weeks to share and reflect on their experiences. | Webinar and on-line | Webinar 2.5 hours | This course is aimed at Social Care Assessors, Social Care Co-Ordinators, Occupational Therapists and Independence Co-ordinators within Health and Adults Services |
| Powerful presentations Workshop | This training consists of two 1/2 day modules over 2 days and has been designed for people who already deliver presentations. This learning will focus on virtual presentation skills, although these are likely to also be key for effective 'in-person' presentations.  The live on-line training will be delivered via Adobe and/or MS Teams with a combination of practical guidance on style, delivery and high level structure.  The majority of the programme will enable learners to discuss and develop their personal areas for growth, practice their presentation skills and gain feedback to take forward for continued development. | Webinar | 2 x 3.5 hour sessions with 2 weeks in between | Professionals who deliver presentations regularly/ have a good level of experience |
| Customer Care (for all) | The programme will cover customer care principles in relation to: dealing with challenging/difficult situations; communication skills; listening; building rapport; asking good questions; maintaining emotional Intelligence. It will also focus on how to de-escalate conflict situations, building on assertiveness to enable win-win outcomes. Followed by ensuring transference of learning around taking personal responsibility for customer issues and how to end calls appropriately. | webinar | 2.5 hours | Professionals who require knowledge and application of customer care principles, who are required to deliver effective Customer Service over the telephone. |
| Motivational Interviewing | This course is designed to equip workers with the skills necessary to use solution focused motivational interviewing within their work role | Blended | 5 hrs (3 hours webinar, 2 hours classroom) | This course is aimed at Social Care Assessors, Social Care Co-Ordinators, Occupational Therapists and Independence Co-ordinators within Health and Adults Services  & the No Wrong Door Team (CYPS) |
| Workplace Investigation Training | This workshop focuses on developing the knowledge and skills required to conduct a Disciplinary or Resolving issues at work investigation.  Scenarios and group work will be used to cover the different stages of the process, and to outline best practice when carrying out investigations in accordance with organisation procedures. | Classroom | 2.5 hours | For investigating officer |

**Welcome to the North Yorkshire Leadership Academy**

We aim to support the development of future leaders in the organisation as well as enhance the skills of existing leaders and managers. This Academy has been developed in order to provide support at every level of your leadership journey during your career in North Yorkshire Council. We hope you take advantage of some of the exciting opportunities available and look forward to being with you on your learning journey.

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| **Aspiring to a Management role** |
| This 2-day programme is aimed at people who would like to know more about leadership and management.  **What you can expect:**   * To receive support in deciding whether a management position is for you. * To explore what is expected of a manager and how to understand and deal with some of the challenging aspects of people management.   **To search for this course on the Learning Zone, please type “Aspiring Managers Programme”** |
| **New to Management** |
| This 12-month programme is open to those who are new to a management role.  **What you can expect:**   * New managers induction * Development of a Personal Development Plan (PDP) for the network facilitated by Training team in a group coaching session * HR skills courses and an HR induction * Access to corporate manager training (see list below) * Access to a rolling programme of formal networks and lunch and learn opportunities including topical talks and guest presenters   **To search for the networks on the Learning Zone, please type:**  Leadership Academy New Managers network  Leadership Academy Learn & Connect sessions |
| **Line Manager Leadership Programme (previously titled FLM)** |
| This is a 6-month programme and is open to manager who have been in a management position for between 6-12 months.  **What you can expect:**   * A focus on the organisations values and behaviours * Working on aligning your teams performance with your organisations vision and performance planning * How to improve staff purpose, service outcomes and consistency * What a positive learning culture looks like * Exploration into your personality style, leadership style and impact * Building a high performing team * Keeping yourself and your team motivated * Performance management * Managing difficult situations * Leading through change * Communications Skills * Discussion around reputation management * Networking opportunities   **To search for this course on the Learning Zone, please type:**  “Line Manager Leadership Programme (blended delivery)” |
| **Middle Management** |
| This 12-month programme is open to managers who operate at a middle management level and have been in that role for 6-12 months.  **What you can expect:**   * Personal development and planning * Project management * Resource planning * Change management * Managing with integrity * How to make the right decision * Influencing skills * How to work collaboratively * How to engage for performance * Coaching skills * Discussion around reputation management * Service and people performance reviews * Networking opportunities.   **This programme is by expressions of interest, the next programme will be open for expressions of interest in April 2024.** |
| **Matrix Management**  **The cohorts for the full programme will be available from April 2024.** |
| This is a 12-month programme of training sessions and support for those managers who manage projects, resources, and partners but don’t have a role which directly manages people.  **What you can expect:**   * Online learning course around Matrix Management as pre-learning * Matrix Management Webinar * Explore the concept of matrix management – the benefits/pitfalls * What the key differences are between a traditional manager and a matrix manager * How to set up and manage your network * Collaborative decision making and meeting management * Collaborative project leadership * Leading cross functionally (leading without authority for people) * How to manage escalation and influence * Adopt a range of practical methods and tools to lead a matric managed team * Discussion around reputation management * Develop a robust person action plan * Networking opportunities.   **To search for the pre-learning elements of the programme on the Learning Zone, please type:**  Managing the Matrix – Dotted line reporting – recorded webinar  Understanding Matrix Management Webinar |
| **Aspiring to Senior Management**  **(the bridge between middle and senior management)** |
| This rolling programme of support will be offered on an individual basis linked to talent management/service succession plans and staff mobility. It is for those who have been identified as having the potential to be our senior leaders of the future. Candidates for this will be selected via our ongoing succession planning and targeted development programmes  **What you can expect:**   * Access to executive coaching/mentoring * Leadership shadowing * Personality assessments * Access to Masterclasses * Access to level 6 and 7 leadership apprenticeships * Networking opportunities.   Those who are on a succession plan, and have been highlighted as Senior Managers of the future, a personalised development plan can be arranged by emailing [workforcedevelopment@northyorks.gov.uk](mailto:workforcedevelopment@northyorks.gov.uk) |

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| **Senior Managers Programme** |
| This rolling programme is open to all senior managers in the organisation.  **What you can expect:**   * Senior Manager workshops * Leadership seminars/forums * Access to executive coaching |

**We also have a range of short training courses for all leaders and managers in the organisation, which are accessible via the Learning Zone:**

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| Coaching Conversations for Managers | This programme is designed for individuals who manage the performance or work of others. This programme will equip you with a basic understanding of coaching and will help you to begin to develop the ability to practically apply coaching in your day-to-day management practice. The programme will explore the basic principles of coaching, and will cover the application of well-respected models such as GROW, and help delegates to develop the skills and techniques to practice coaching skills. |
| The Secret Language of Leadership: Difficult Situations | This programme focuses on developing the ''soft" skills required to deal with difficult situations; equipping managers to deal effectively with performance management whilst providing the best possible service outcomes. It focuses on increasing self-awareness to develop your interpersonal and communication skills and become a more effective leader. The programme explores a range of relationship tools and techniques to have successful performance/behaviour conversations and de-escalate workplace conflict. |
| Effective team meetings | This programme will enable you to learn the skills, techniques and strategies to plan and lead team meetings. The programme covers identifying barriers to effective team meetings, recognising the key components of a successful meeting. In addition understanding how to plan a meeting to ensure engagement, foster appropriate meeting behaviours and develop a positive meetings culture focused on solutions, action and accountability. |
| Having a difficult conversation | Difficult conversations take place every day. No one enjoys them but they are a fact of life, particularly for line managers as they tackle performance issues within their team or when supporting colleagues through tough times. For many, these conversations have just got harder as they are done remotely across MS Teams or similar. This webinar explores why some are more difficult than others, offering participants a range of strategies to equip them for the next time they are faced with that awkward conversation. |
| Leading people through change | Leadership is often viewed as key to successful change. In this ever-changing world, it is now even more important that leaders understand how change effects both themselves and others. This webinar explores some key theories and models that relate to change and specifically to the emotions that can be experienced during change. Participants will be encouraged to reflect and increase their self-awareness and be offered tools that may support them in their role. |
| Managing performance remotely | This programme is designed to support leaders in managing performance (with an emphasis on how to manage performance remotely) whilst covering some existing fundamental principles in relation to performance management. The programme explores new concepts and strategies that will aid you in implementing and measuring performance targets and aid you in developing a motivated, engaged and productive team. |
| Managing remote and virtual teams | This programme not only identifies the challenges created when a team is dispersed but provides strategies to address these, such as focusing on the importance of mutual trust, communication, managing performance and maintaining team and individual well-being. |
| Understanding your team | This programme considers the challenges managers face when transforming a team from being a group of individuals into a cohesive, high performing unit. Looking at team dynamics, motivation and engagement, this programme considers how you can build a high performing team, what makes a good team and the significance of a leaders role in terms of providing both challenge and support. The programme allows exploration of relevant team development theory, such as team roles and team lifecycles. |
| Values based leadership | This programme is designed to support visible leadership and support leaders in role modelling and embedding the values of their organisation.  Values based leadership is a style of leadership that aligns the organisations values with Individual and Team values.  These values drive the business and motivate employees. Values based leadership is fundamental for organisational strategy, vision and success. |
| Effective Service Planning | This programme will support learners to recognise what effective service planning means and explore the benefits of effective service planning. The programme focuses on familiarising learners with key activities that need to be included, e.g. workforce planning and succession planning. Learners are supported and given the opportunity to consider specific actions moving forward that will support the success of their performance planning. |
| Adapting through change and maintaining personal resilience | This training aims to build on individuals’ understanding of the change process and emotional responses to change. The session will also focus on resilience and how resilience can have a positive influence on performance and wellbeing, especially during times of change. Delegates will leave feeling more confident when engaging in strategies which build good wellbeing and resilience. |
| Introduction to Coaching Conversations | An introduction into the principles of coaching conversations in the workplace. Develop an increased awareness of how coaching conversations can support the personal development of others. An opportunity to practice and develop your skills by applying relevant coaching tools and models. |
| Hearing Cases as a Panel Member of Chair – Manager Skills Session | The aim of the workshop is to provide an opportunity for delegates to develop skills in a practical session to enable them to understand how to participate in and/or chair a Panel Hearing, and in the deliberation process that follows. This will assist managers in complying with the Role of the Manager, and in meeting the positive behaviours outlined in the Behaviour & Skills Framework. |
| HR New Manager Induction | The aim of the session is to inform new managers of the key HR processes involved in a management role, and to signpost new managers to key resources and contacts that will support with getting started when managing staff. |
| Managing Attendance – Manager Skills Session | The aim of the workshop is to understand how managers can proactively help support their teams levels of sickness absence and general health and wellbeing through early intervention and support. This in turn will help show how this can benefit managers, the team and the wider Organisation. The session will also focus on what challenges may arise and how to manage these situations with the HR support available. |
| Managing Conduct – Managers Skills Session | The key aim of the session is to help managers identify unsatisfactory conduct in a timely manner. As well as developing day to day management skills to help prevent conduct concerns from escalating through addressing matters informally. The session then moves on to focus on the process of conducting a formal disciplinary investigation including the importance of an effective investigation. |
| Managing Performance – Managers Skills Session | The aim of the workshop is to provide opportunity for delegates to develop knowledge and skills in a practical session. The focus will be on day to day best practice and initial steps in managing under performance rather than focussing on policy and procedure. |
| Managing Probation – Managers Skills Session | Managers will gain understanding on the probation process and their own responsibilities within this to ensure new starters receive an effective and supportive start to their NYC careers. The session will also provide managers with the skills and knowledge to address any concerns that may arise during the probationary period and what support they can draw upon to support them with this. |
| Resolving Issues at Work process – Manager Skills Session | Managers will learn how to recognise and address concerns raised by staff members before they escalate and understand how to address these issues in a timely manner. Whilst the session is mainly focussed on day to day management rather than on policy, managers will learn what complaints may be deemed to be a grievance that require addressing through the formal Resolving Issues At Work policy and the steps to take to instigate this process, including what HR support is available to help them with this. |

**Other Important Information**

**Evaluations:**

Training and Learning are keen to gain feedback on our programmes to inform the development of future learning. You will receive an automated email following your training session regarding evaluation, if you click on the link to access the form which will enable you to provide anonymous feedback about the training event. This should only take you a couple of minutes but the feedback to us is invaluable – thank you in advance for your support.

**Cancelling your place on a training event and Non-attendance**

We understand that sometimes things come up which may result in you being unable to attend an event you have booked on. If you are unable to attend an event, it is important that you cancel your place via the ‘my learning record’ section of the Learning Zone. Failure to cancel your place on an event and subsequently not attending this event, will result in a non-attendance notification being sent to your manager. Non-Attendance is then reported on monthly to Assistant and Corporate Directors.

**Cameras and Microphones**

As we move into a blended delivery model for training across the organisation, which will encompass classroom based and virtual classroom courses (webinars), we need to look at how staff can engage with these and get the most out of their learning experience.

Therefore, moving forward all virtual classrooms (webinars) will require delegates to turn on their microphones and cameras in order to actively engage in the session. We understand that some staff may feel daunted by this but to ensure the success of the new blended learning model, and more importantly to give you the learning experience you deserve this will be a mandatory requirement all training courses. Therefore, on the courses you book onto you will notice the following statement:

***All delegates will be expected to use their cameras and microphones during the sessions and take part in all activities in order to complete this training. If you have technical issues before the event please contact Technology and Change for help. If the issue is not resolved please inform*** [*Trainingandlearning@northyorks.gov.uk*](mailto:Trainingandlearning@northyorks.gov.uk) ***, as you may need to cancel your place.***

Unfortunately, if you do not use cameras or microphones, you may be asked to leave and re-book your place for a time when you can fully engage with the training.

If you do not have access to technology then you can book a hot desk via the desk booking system where appropriate IT equipment will be available.

If your team is short staffed/on duty/experiencing high workload demands then you need to consider whether the timing of the training is right for you. If it isn’t possible for you to engage then there will be other sessions you can book onto via the Learning Zone. Please discuss this with your manager first who may be able to relieve you in order for you to attend a virtual training course.

**Refreshments**

Please bring your own mug to classroom courses. A standard supply of tea, coffee, milk and sugar will be provided, if you require anything specific then please bring your own. Access to hot and cold water will be provided.