

Conwy's Learning Academy

Supporting Your Personal And Professional Development



Mae'r ddogfen hon ar gael yn Gymraeg hefyd

1 Welcome To Conwy's Learning Academy

In Conwy, we care about what we do and that means we believe in supporting you to be the best you can be, both personally and professionally. That's why we invest in a learning and development offer that supports you to challenge your thinking, reflect on your learning needs and acquire new skills, whether that's for your next career move, developing management skills or maintaining your wellbeing.

Our Learning Academy demonstrates our commitment to your continuous improvement, development and growth, providing you with the tools so you can meet your full potential and thrive in your role. It includes access to workshops, training programmes, learning resources, learning management platforms and career development support.

What Is Conwy's Learning Academy?

It is Conwy's learning and development offer designed to support Conwy and its employees to:

- Acquire and enhance skills and knowledge
- Support a culture of learning and reflection to encourage growth and innovation
- Empower you to feel confident in taking on new challenges or responsibilities
- Improve Conwy's success by improving individual and organisational performance
- Provide you with knowledge and information to keep our communities safe
- Equip you with the skills and information you need to work safely
- Promote and encourage good practice in management behaviour
- Ensure we all understand how to work in a respectful and inclusive way.

Our Learning Academy supports and compliments learning relating to your personal and professional development, in addition to that which may be offered by your own service. Remember to discuss your learning needs with your line manager when you have your Conwy Conversation check-in.

When attending any learning supported by Conwy, we ask that you actively participate, have an open and curious mind, ask questions and share examples (maintaining confidentiality) where you believe they may be to the benefit of others.

Most of all, remember to reflect on your learning, apply it to your day to day work and share what you've learnt with colleagues. Learning is a personal responsibility for all of us, this offer is for you ... embrace it!



Cheryl Roberts
Corporate Organisation
Development Manager



Rebecca Jones
Corporate Training and
Development Co-ordinator

2 What's Inside?

This document will highlight the corporate learning offer available, browse through, identify what takes your interest and discuss with your manager how you believe you might benefit from attending or completing the learning that is on offer.

To help you navigate to what may be of interest, we've grouped the learning offer into themes.

All of our events can be booked via iTrent Self Service. You can check availability and book your place here: [ESS - Login \(conwy.gov.uk\)](https://conwy.gov.uk/ESS-Login).

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3 Supporting Your Learning And Development

We want to help you grow by developing your skills and knowledge so you feel confident and empowered to deliver your role to the best of your abilities.

There are many different ways in which we learn, attending formal learning is just one of the ways we can help you to broaden your knowledge, build on your existing capabilities and ignite new thinking.

We recommend you consider incorporating a range of learning activities such as a blend of:

- **Experiential Learning** - learning through experience, practice and on the job activities
- **Social Learning** - through interactions such as collaborating on projects, receiving feedback, knowledge sharing
- **Formal Learning** - structured learning such as training, workshops, webinars and e-learning.

Time Off To Attend Training

If you wish to attend a learning event you will need to have line manager approval. Once approved, you will be given paid time off to attend any of the training events offered within our Learning Academy.

Other Learning Opportunities

Opportunities and assistance may be provided for you to gain recognised professional qualifications relevant to your work in the Authority. These will be funded within the financial resources available from service budgets and subject to manager approval. You may also qualify for funding via a Personal Learning Account, click here for details: [Personal Learning Accounts | Careers Wales \(gov.wales\)](#).

Assistance For Professional Training

Subject to authorisation and approval by your Head of Service, the Council may meet all *or* a combination of the following costs from service budgets:

- Payment of full salary whilst attending training
- Payment of course fees, registration, tuition and examination fees
- The learning time for attendance at on-site learning.

Training Agreement

When your service agrees to fund a learning event or professional qualification costing in excess of £1,500, you may be asked to complete a Training Agreement. The agreement is available on the Intranet [here](#).



4 New To Working In Conwy

Welcome To Team Conwy!

We want to welcome you and help you understand our culture, our values, the services we deliver to our community, and how to work safely so that you truly feel you belong.

We offer induction courses and e-learning modules which are essential for all new employees. You'll also find lots of information on our page [Welcome to Conwy County Borough Council - Conwy County Borough Council](#).

Corporate Induction

Introducing new employees to our organisation, our decision making process and working for our organisation.

Corporate Health And Safety Induction

Ensuring new employees work safely and are informed and aware of safe working practices.

Learner Essentials

One of our core priorities is to ensure everybody in our community is safe and feels safe. Completing the e-learning modules ensures we all have the knowledge needed to be able to identify signs in others, which is fundamental in helping us to achieve this. You are required to complete your Learner Essentials modules within your probationary period. Please refer to the dedicated page which identifies which learning you need to complete.

5 Learner Essentials For All Employees

(formerly known as mandatory training)

Conwy have identified a number of training needs which we believe are essential for all employees to complete. You might have previously heard them being referred to as mandatory training.

The subjects within our Learner Essentials will ensure we all work together to keep our colleagues, communities and organisation safe, as well as reminding us how to work in a respectful and inclusive manner.

Our Learner Essentials topics must be completed within your **6 month probationary period** and then renewed as required for each subject.

Protecting And Providing Safe Communities

- Group A Safeguarding
- Modern Slavery
- Violence Against Women And Domestic Abuse
- Prevent *

All of the above are to be completed every three years.

- Treat Me Fairly (coming soon).

** As the Prevent training is completed via the external, government website, please ensure a copy of your completion certificate is shared with your Training Link Officer so we know you have completed it.*

Protecting You And The Organisation

- General Data Protection Regulations and The Data Protection Act 2018 (to be completed every two years)
- Cyber Security Awareness (refresher training to be completed annually)
- Display Screen Equipment (PC users only) - accessed here: [DSE Assessment - Introduction - My Conwy \(achieveservice.com\)](#).

Role Specific Learning

Payment Card Industry Data Security Standards (to be completed by all employees who process card payments and renewed annually).

Your own service may require you to complete learning in addition to the above, please check with your line manager if you are unsure.

All of our Learner Essentials can be accessed via the Learning@Wales platform: <https://learning.wales.nhs.uk>.

Learner Essentials For All Managers

Coaching Culture Diversity And Inclusion Modules

- Part one: Introduction to diversity and inclusion
- Part two: Creating a psychologically safe environment
- Part three: Unconscious bias
- Part four: Inclusive leadership
- Part five: Coaching for belonging
- Part six: Scenarios.

Coaching Culture - Lessons For Managers

The lessons are designed to give managers the confidence not to just have a coaching conversation but to know when it's appropriate to do so. Four of the lessons have been identified as essential for all managers. These are:

- Introduction to coaching
- Coaching essentials
- Building trust and rapport
- Effective coaching conversations

- Coaching conversation with remote workers (for those managers who are managing hybrid and remote teams, we also recommend completing this module).

6 Diversity, Equity And Inclusion

We are committed to creating an inclusive community for all people who live in, work in and visit Conwy, where difference is valued and harassment and discrimination is not tolerated. We recognise that what we do every day within Conwy plays an important part in people's lives and we have a key role in enhancing the quality of life for everyone in our community.

We want all staff to feel a sense of belonging at work and we are committed to building an organisation that makes full use of the diverse talents, skills and experience of current and potential staff. Our focus is to embed a culture of awareness and individual responsibility amongst staff that, no matter your background or experience, we all have a collective responsibility to support diversity, equity and inclusion.

e-Learning

Treat Me Fairly (coming soon).

Coaching Culture Diversity And Inclusion Modules

(Learner Essentials for all managers)

- Part one: Introduction to diversity and inclusion
- Part two: Creating a psychologically safe environment
- Part three: Unconscious bias
- Part four: Inclusive leadership
- Part five: Coaching for belonging
- Part six: Scenarios.

[Access the Coaching Culture platform.](#)



Non e-Learning Events

An Introduction To Anti-racism

Develop a deeper understanding of race and racism, how racism can manifest and how we can move towards racial equality for all. This session aims to increase confidence to empower everyone to take action towards creating and delivering inclusive policies and practices. These sessions will be delivered by No Boundaries via MS Teams. ([Anti-racism training \(conwy.gov.uk\)](https://www.conwy.gov.uk/anti-racism-training)).

An Introduction To Inclusive Conwy

This learning offer will introduce you to our Inclusive Conwy Plan and enable participants to achieve positive results through promoting inclusive behaviours within the workplace. It will introduce you to the protected characteristics, examine the journey and importance of diversity, equity and inclusion, explore psychological safety in the workplace, understand the concept of unconscious bias, cultural competency and intersectionality.

Understanding Unconscious Bias To Promote Inclusion

(manager espresso)

In this session you will explore unconscious bias and how it can subtly influence your micro behaviours. You will consider practical actions you can take to control the impact of unconscious bias on your relationships and decision making so that you can positively drive inclusion in your team.

Sensory Impairment

Workshop for employees who have contact with the public to equip them to have positive interaction with people who have a sensory impairment. There is also a Deaf Awareness e-learning module available on the Learning@Wales platform.

Completing An Equality Impact Assessment

If you have responsibility for introducing or revising strategies, policies, practices or procedures that affect the community and/or staff then you will likely need to complete an Equality Impact Assessment. For further guidance on when an Equality Impact Assessment is required, please see the Equality Impact Assessment form on the Intranet:

[Equality Impact Assessments](#).

Alternatively, please contact our HR and Equity Officer via equalities@conwy.gov.uk if you have any questions you would like to discuss about a specific Equality Impact Assessment.

Diversity, Equity And Inclusion Resource Library (coming soon)

This resource will be available via our Intranet pages where we will be sharing a range of webinars, videos, podcasts and other resources for self-led learning to support a variety of learning styles.

7 Health, Wellness And Financial Wellbeing

We know there are strong links between good health and wellbeing and the ability to attend work and fulfil your role effectively, recognising that when employees feel well they deliver better services to our community.

We offer a range of learning events and resources to help you maintain a healthy body and healthy mind.

Developing Personal Resilience

Developing personal resilience is important for coping well during challenging times. This event will introduce you to skills that will increase confidence in your ability to bounce back. Improving areas such as personal self-care, professional support networks, personal boundaries and the avoidance of automatic negative thoughts, will help to achieve this.

Understanding Burnout

This event will help you understand what burnout is, the signs and symptoms to look out for and identifying those early, as well as managing stress using the Stress Bucket model.

Dementia Friends Awareness

Dementia Friends is an Alzheimer's Society led initiative which aims to increase dementia awareness and change the way the nation thinks, talks and acts about dementia.

Bet You Can Help Now

This is a one hour practical first aid for gambling related harms course available to all managers and employees to raise awareness and signpost to available resources and support.

Unbroken - VR Coercive And Controlling Behaviour

This training uses virtual reality equipment to help improve understanding of what victims of control and coercion experience. The aim is for attendees



my
money
matters

to better recognise signs and expand their knowledge of the domestic crime through a different perspective to better protect victims and pursue offenders. The session works by transporting attendees directly in the shoes of victims of coercive control as they don virtual reality headsets. Attendees experience a number of scenarios based on real-life accounts that are played out by actors, with the attendee being trained seeing it from the perspective of the victim. The session illustrates more subtle signs of coercive control, including love bombing, gaslighting and stonewalling. This event is for employees *not working* within Social Care, for dedicated Social Care events please see [Workforce Development and Learning - Conwy County Borough Council](#).

Planning For Your Future

Understanding your pension benefits and feeling empowered to be able to make your future plans can help ease financial concerns.

Local Government Pension Scheme

This session is designed to give members of the Local Government Pension Scheme a general overview of the pension scheme and all its benefits.

Mid-career Financial Planning

Looking at your finances at the mid-career stage can give you enough time to make a significant difference to your future financial goals. The seminar covers a wide range of issues relevant to planning your financial affairs both now and for your future.

Pre-retirement Seminar

To prepare for the consequences of taking retirement, particularly from a financial perspective. To equip potential retirees with the knowledge and confidence to adjust to the financial implications of moving from salary to pension.

Resources

Lunch And Learn Online Menopause Resources From Henpicked

Click here for expert advice and tips on all aspects of menopause:

[Videos | Menopause Hub - Expert information, useful resources, top tips and women's stories \(henpicked.net\)](#).

“Your Care” By Vivup

Whatever mental health, physical, financial or personal issue you are facing, access expert help and support for life's ups and downs, 24/7, 365 days a year. You'll find a wide range of care and support specialists waiting to hear from you as well as access to a Wellbeing Hub with the latest information to help you take care of you. [Your Care \(yourcarewellbeing.net\)](#).

You can use this service as many or as few times as you like, there's no limit on the support you can receive:

- 24/7 telephone support helpline: 0800 023 9387
- Face to face and virtual counselling
- Self-help workbooks (CBT)
- Podcasts and blogs
- Debt advice
- “Ask Bill” advice and tips on how to reduce your utility bills
- “Bright Sky” domestic abuse app.

My Money Matters (available to active Local Government Pension Scheme members only)

As part of your employee benefits you can find tailored support for every step of your financial journey, starting with a simple financial health check. From expert financial education to exciting new services and products, this one-stop hub is your guide to financial wellbeing. Plus, the Shared Cost AVC service to help you plan for your retirement with more! www.my-money-matters.co.uk.

Conwy Cares

We have created a page on our Intranet which brings together a range of resources to support your health and wellbeing. You can access these here as well as from your phone: [Conwy Cares](#).










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The Art of Public Speaking

A MasterCourse in Communication



White Hat	Red Hat	Black Hat	Yellow Hat	Green Hat	Blue Hat
					
Logical Thinking	Intuitive Thinking	Cautious Thinking	Constructive Thinking	Creative Thinking	Process Thinking
01100 10110 11110					

8 Communication And Working Skills

The learning offers within this area are aimed at supporting the essential competencies, knowledge and skills that you might need to succeed in your role.

These may be a mixture of half day, full day or two hour training sessions known as our espresso sessions.

The Art Of Public Speaking delivered by **The Art Of Brilliance** [The Art of Public Speaking | Art of Brilliance](#)

Connecting you with your best authentic self so you can better connect with the people you're speaking to. Covering the four areas of mindset, preparation, content and technique.

Wearing Six Thinking Hats

When faced with problems, it helps to have a systematic approach. In this session you will explore a tried and tested thinking technique: Six Thinking Hats. It is a great way of looking at a problem from several different perspectives and is particularly powerful used in team meetings. You will learn how to facilitate a Six Thinking Hats session.

Banishing Procrastination

Delivering results requires timely activity, but we are all guilty of avoiding a challenging task or initiating a difficult conversation! This session reflects on the causes and impact of procrastination. You will explore practical strategies to adopt and develop a mindset to enable you to take the initiative and be proactive.

Report Writing And Democracy Day

Do you need to prepare reports and present them to Elected Members at any of our democratic meetings? This learning event will help you understand how to prepare your report, what to include and what isn't included. You will then have an opportunity to work with colleagues and use the equipment in the Council Chamber to practice your delivery.

Contracts And Procurement

Awareness raising/information session of the procurement of goods and services in Conwy, including an interactive activity on the use of the sell2wales site.

The new Procurement Act 2023 will go live from October 2024. To help understand the changes, a set of 'knowledge drops' are available to provide a high level overview, aimed at those who have regular interactions with procurement. You can access these here: **[The Official Transforming Public Procurement Knowledge Drops - GOV.UK \(www.gov.uk\)](https://www.gov.uk)**.





9 Digital Skills

Introduction To Microsoft Teams

Access short training videos on our Intranet [Microsoft Teams Introduction Training \(conwy.gov.uk\)](https://conwy.gov.uk).

Using Excel At Work (coming soon)

Getting To Know Your IT

This half day practical session will help you understand the basics of IT equipment and systems used in Conwy, including the use of folders and file stores, MS Teams and booking meeting rooms.

Social Media

This practical event is for anyone who manages and creates content for social media. It will cover our style guide, creating content, information about copyright, how to use Canva, Facebook advertising and insights.

Digital Accessibility

This session is for those who create and publish content for our website, or commission content or documents to be shared by any digital means, including via e-mail. This practical session is to ensure our website and online documents are accessible to all users, including those with disabilities.

Canva

This workshop is for all officers who use Canva. It will help to develop design skills, how to use our Conwy brand, create social media graphics, posters for printing and creating presentations.

10 Espresso Shots Of Learning

Energised sessions, with an option to attend individual or multiple shots of learning best suited to your needs. Some of our sessions are just for managers, others are open to all employees. Those dedicated to employees in a line management role are highlighted below.

This year we have split the offer into three days: Thinking Day, Actions Day and Conwy Conversation Day.

Thinking Day

- Raising Your Strategic Perspective (manager espresso)
- Wearing Six Thinking Hats
- Developing Your Emotional Intelligence.

Raising Your Strategic Perspective (manager espresso)

As the local government operating environment becomes more volatile, greater importance is placed on managers' ability to take a more strategic view. There is a need for every employee to develop tolerance of change and ambiguity and build a stronger strategic perspective. This workshop will explore the nature of the "VUCA" environment (volatility, uncertainty, change and ambiguity) and the strategic skills needed to navigate it more effectively.

Wearing Six Thinking Hats

When faced with problems, it helps to have a systematic approach. In this session you will explore a tried and tested thinking technique: Six Thinking Hats. It is a great way of looking at a problem from several different perspectives and is particularly powerful used in team meetings. You will learn how to facilitate a Six Thinking Hats session.

Developing Your Emotional Intelligence

The session will consider the importance of emotional intelligence and enable you to benchmark yourself against a useful framework. You will focus on four key domains of emotional intelligence and explore a range of practical approaches and actions that can boost your ability

to manage your own emotions under pressure, and positively influence the emotions of those around you.

Actions Day

- Delivering Feedback Positively (manager espresso)
- Understanding Unconscious Bias To Promote Inclusion (manager espresso)
- Banishing Procrastination.

Delivering Feedback Positively (manager espresso)

This session provides a process for presenting negative feedback in a way that ensures it remains engaging and professional. It also shows you how to take ownership of the feedback and consider how it will be received and adapt your delivery accordingly - without losing the impact you need.

Understanding Unconscious Bias To Promote Inclusion (manager espresso)

In this session you will explore unconscious bias and how it can subtly influence your micro behaviours. You will consider practical actions you can take to control the impact of unconscious bias on your relationships and decision making so that you can positively drive inclusion in your team.

Banishing Procrastination

Delivering results requires timely activity, but we are all guilty of avoiding a challenging task or initiating a difficult conversation! This session reflects on the causes and impact of procrastination. You will explore practical strategies to adopt and a mindset to develop to enable you to take the initiative and be proactive.

Conwy Conversation Day

- Facilitating Career Development Conversations (manager espresso)
- Owing Your Career Development Conversation
- Preparing For Your Own Job Performance Conversation.



Facilitating Career Development

Conversations (manager espresso)

How can you make these conversations meaningful for each team member? This session will ensure you are equipped with the tools you need to tailor each conversation and the confidence to guide your team member as they explore their career plan.

Owning Your Career Development

Conversation (managers who have attended the facilitation session above do not need to attend this event)

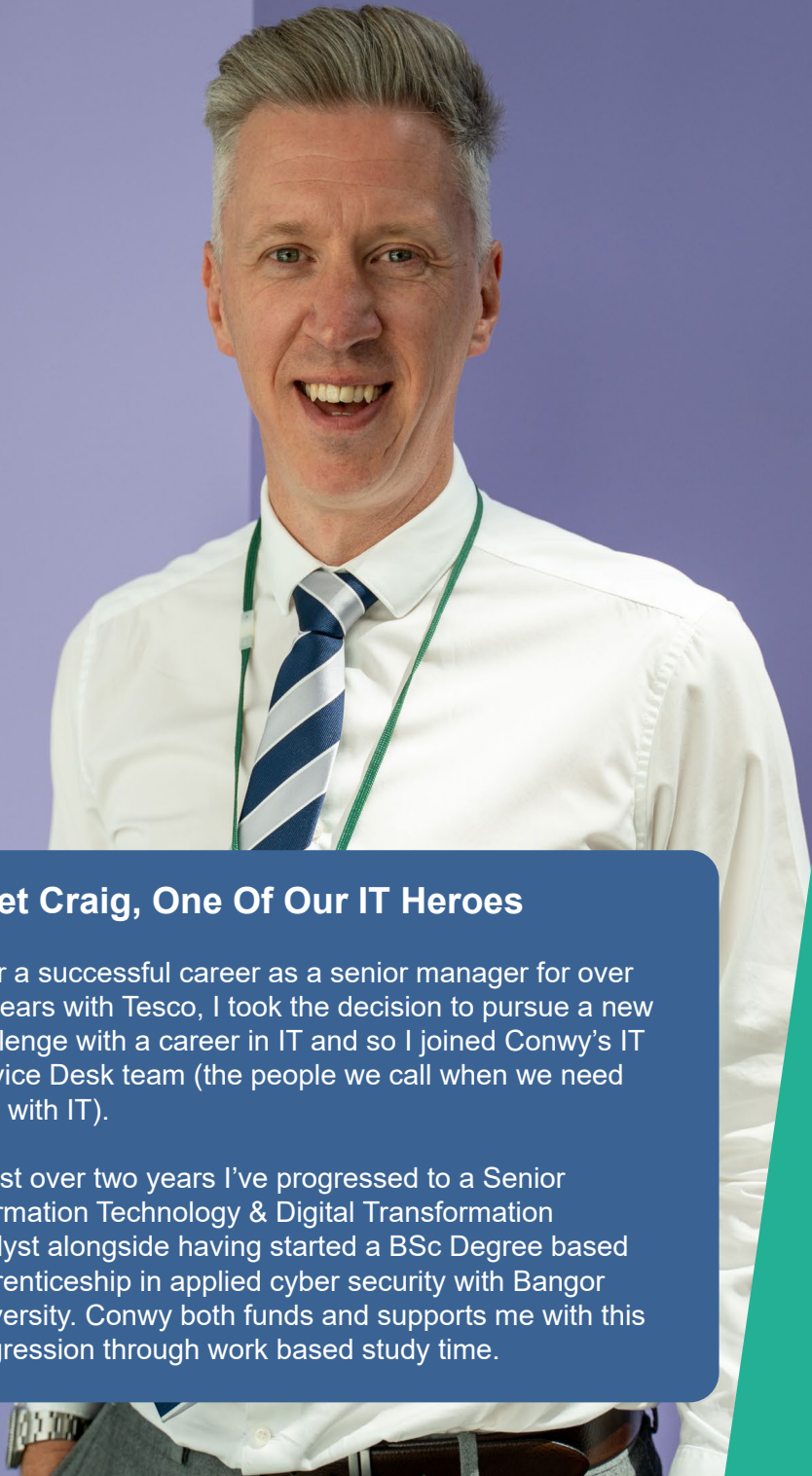
This session introduces the career development cycle and challenges you to think about the career direction that's right for you. You will take away a practical toolkit to help you get the most out of check-in conversations about your career development.

Preparing For Your Own Job Performance

Conversation

This session will give you a range of practical ways to reflect on and evaluate your performance; anticipate and respond to feedback and get involved in realigning your objectives to changing priorities.

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Meet Craig, One Of Our IT Heroes

After a successful career as a senior manager for over 20 years with Tesco, I took the decision to pursue a new challenge with a career in IT and so I joined Conwy's IT Service Desk team (the people we call when we need help with IT).

In just over two years I've progressed to a Senior Information Technology & Digital Transformation Analyst alongside having started a BSc Degree based apprenticeship in applied cyber security with Bangor University. Conwy both funds and supports me with this progression through work based study time.

11 Supporting Your Career Development

We love to see our employees growing in knowledge, skills and confidence. If you are working towards the next step in your career, these learning opportunities may be for you.

Succeed At Your Interview

This session will support you with the application and interview process. You'll learn how to anticipate the interviewer's questions and how to prepare to impress the interviewer with your ability to respond in a focused and structured way.

Owning Your Career Development Conversation

This session introduces the career development cycle and challenges you to think about the career direction that's right for you. You will take away a practical toolkit to help you get the most of check-in conversations about your career development.

Preparing For Your Own Job Performance Conversation

This session will give you a range of practical ways to reflect on and evaluate your performance; anticipate and respond to feedback and get involved in realigning your objectives to changing priorities.

12 Management Development

These learning opportunities have been tailored towards our roles which hold a level of line management responsibility. Whether you are in your first supervisory role or a seasoned team manager, these opportunities will help you to develop or further refine your skills.

Induction For New Managers

Acquiring skills and knowledge while juggling the demands of a new role can be quite a challenge. This event will accelerate that learning process by offering clear frameworks to adopt, and identifying key skills to apply. There will also be an open forum where key challenges can be discussed and advice offered.

Managing The Unmanageable (Delivered By ACAS)

Behaviours that go unchallenged because they are difficult and excessive contribute to poor morale, decreased performance and increased staff turnover, with the risk of ending up at employment tribunal. This practical and interactive event will help delegates identify challenging behaviour, recognise the impact on individuals and the organisation and practice strategies to manage these effectively.

Managing Burnout And Maintaining Team Culture

This event will help you identify what burnout is, the physical and mental signs of burnout and the impact of burnout on the workforce. It will help you to proactively spot signs of stress in yourself and your teams and introduce the Stress Bucket model to help manage stress.

Job Evaluation Explained

This event will provide you with an overview of the job evaluation process, an understanding of the factors and the importance of your involvement in the process.

Espresso Sessions For Managers... A Short Concentrated Shot Of Development!

Energised sessions, with an option to attend individual shots of learning best suited to your needs, or all the events being delivered on the day. Some of our sessions are just for managers, others are open to all employees so please check the dedicated page to see all options.

Raising Your Strategic Perspective

As the local government operating environment becomes more volatile, greater importance is placed on manager's ability to take a more strategic view. There is a need for every employee to develop tolerance of change and ambiguity and build a stronger strategic perspective. This workshop will explore the nature of the "VUCA" environment (volatility, uncertainty, change and ambiguity) and the strategic skills needed to navigate it more effectively.

Understanding Unconscious Bias To Promote Inclusion

In this session you will explore unconscious bias and how it can subtly influence your micro behaviours. You will consider practical actions you can take to control the impact of unconscious bias on your relationships and decision making so that you can positively drive inclusion in your team.

Facilitating Career Development Conversations

How can you make these conversations meaningful for each team member? This session will ensure you are equipped with the tools you need to tailor each conversation and the confidence to guide your team member as they explore their career plan.

Delivering Feedback Positively

This session provides a process for presenting negative feedback in a way that ensures it remains engaging and professional. It also shows you how to take ownership of the feedback and consider how it will be received and adapt your delivery accordingly - without losing the impact you need.

Managing Stress And Introducing The Wellbeing Assessment Tool (coming soon)

Policies And Processes

Learning to familiarise yourself with our HR/Payroll system and internal employment policies.

iTrent Manager Self Service

This session is designed to provide managers with an overview of the functionality and navigation of the iTrent system. Attending the session will enhance your knowledge and reduce the support requirements.

Employment Policies

Managing Attendance

Learn how to manage the whole absence process as well as support staff wellbeing and return to work.

Managing The Disciplinary Process

As well as becoming familiar with the Disciplinary Policy, you'll learn the best approach to having that 'quiet word' in order to nip any potential problems in the bud.

How To Manage Grievances

Learn how to manage grievances with the aim of resolving issues at an informal stage.

Recruitment And Selection

Focussing on the recruitment process and the options available to you, this includes safeguarding where you will understand the procedure and learn about the legalities and pitfalls around getting it wrong.

Managing The Capability Process

Understand our Performance Improvement Policy and how to apply it.

Senior Managers Forum

Our Senior Managers Forum is an opportunity for managers within the Authority who report to a Head of Service to meet in person on a quarterly basis.

Hosted by the Corporate Organisation Development Manager and attended by both the Senior Leadership and Senior Management Teams, these meetings provide an opportunity for:

- Networking with colleagues from outside of your service
- Open communication with our leadership team with regular updates from the Chief Executive and Strategic Director of Finance
- Knowledge sharing and lessons learned from internal colleagues
- Development and new learning from external speakers
- An opportunity to discuss long term plans, priorities and aligning those with our Corporate Plan
- Working collaboratively in problem solving and sharing ideas.

Membership of this forum is by invitation. Services must notify training@conwy.gov.uk if there is a change in post to update the membership from their service.

All of our events can be booked via iTrent Self Service. You can check availability and book your place here: [ESS - Login \(conwy.gov.uk\)](#).

13 Programme And Project Management Training And Mentoring

The Corporate Modernisation Team organises and delivers internal training, and arranges external training on project and programme management to ensure a consistent approach to project management in Conwy. Internal delivery includes Introduction to Project Management and Project Management Explained.

Introduction To Project Management

This session is aimed at all Council employees that would like to gain an understanding of how programmes and projects are managed in Conwy.

Project Management Explained

This session is aimed at staff that manage, support or are involved with projects. The session will give an in depth overview of Conwy's Programme and Project Management Framework, CAMMS project software and provide real life examples of completed projects.

CAMMS Project Software

For support in the use of CAMMS project software, please contact ppm@conwy.gov.uk to register your interest.

PRINCE2 And Managing Successful Programmes (MSP) Training

We arrange, where appropriate, external PRINCE2 and Managing Successful Programmes (MSP) training. However, certain eligibility criteria needs to be met ([eligibility criteria](#)). If you do meet eligibility criteria, contact ppm@conwy.gov.uk to register your interest.

Project Management Mentoring

Project management mentoring is offered to newly appointed and existing project managers across the Council. As mentors the Corporate Modernisation Team will provide guidance, oversight and encouragement. Please [click here](#) for further information on the mentoring scheme.

Managing Our Performance

We have a number of resources and 'how to guides' on the Intranet to support you with service planning, risk management, engagement, CAMMS, and project management. You can access the resources here [Managing Our Performance \(conwy.gov.uk\)](#).

Please contact cidt@conwy.gov.uk to arrange any of the following:

Risk Management

Ensuring you are informed of the Risk Management Policy and that you have the knowledge to identify, manage and escalate risks.

Community Engagement

An introduction to the key principles of community involvement, our approach in Conwy and how it can be applied to the work we do. Useful resources and information will be shared which will support you to carry out activities and to access feedback from other engagement activities which may assist you.

Service Planning

How to use results based accountability to develop a service plan, including developing outcomes, actions and measures.

14 Want To Be One In A Million? Learn Cymraeg! (Welsh)

We are proud of our Welsh culture and proud that Conwy is a bilingual Council. We're passionate about supporting and encouraging you to use your Cymraeg whatever your level. We want **everyone** to join us and use a little bit more Cymraeg in everyday life, wherever you are on your Welsh language journey. So together, we're all part of Wales' goal to have a million Cymraeg speakers by 2050. Why don't you become one in a million?

The Welsh Language Team is here to support everyone who wants to learn (dysgu) or improve their Cymraeg. We offer **free classes** at all levels, in-person and online. Just drop us a message at dysgucymraeg@conwy.gov.uk and we'll get back to you with some flexible options asap.

Amdani! (Forward!)



15 Development Through Apprenticeship Frameworks

Apprenticeships are work-based training programmes which lead to a recognised qualification and are suitable for all employees; a new staff member being recruited to an apprentice position or an existing employee looking to upskill.

We're continuing to work in partnership with our local education providers to support new and existing employees to upskill through apprenticeship frameworks.

The qualifications available cover a range of subjects and levels from customer service, accountancy to leadership and management qualifications. These are delivered via a work based blended learning approach against the standards and modules which make up an apprenticeship framework.

Employees will achieve the modules by gaining and demonstrating skills in the workplace and evidencing those via a portfolio of evidence as well as for some subjects, attendance at taught sessions.

Employees will be supported by a Learning Advisor from the college who will meet with each employee at their place of work on an as and when basis. This enables employees to work at a pace which is appropriate for them and their circumstances. Qualifications take approximately 18-24 months to complete, depending on the requirements and level of the framework.

Line managers will have a pivotal role in supporting employees who embark on the training with there being an expectation that the line manager can help identify opportunities for the employee to gain experience in areas which might be directly part of their post, offering coaching support and identify other training opportunities which might support their learning.

It is important for managers and employees to take the time to understand the standards within the framework, to ensure we can provide the practical experience and application of skills to meet the qualification requirements.

We work closely with local education providers to deliver the above. You can learn more here: [Development through apprenticeship frameworks \(conwy.gov.uk\)](https://www.conwy.gov.uk/development-through-apprenticeship-frameworks).



16 Coaching Culture Digital Learning Platform

Coaching Culture is a digital learning platform hosting coaching lessons for managers and mindset modules for all employees to empower you to unlock your potential which can often be blocked by your mindset.

The lessons available enable managers to develop their coaching skills across a range of areas which will underpin the Conwy Conversation framework. Developing coaching skills will provide the tools, techniques and approaches managers might need to feel confident in holding regular conversations with employees.

There are 24 bite size mindset modules available for all employees to access. You can choose a subject which resonates most with you. The modules can also be assigned by your line manager, identified through your check-in conversations.

[Coaching Culture | Platform](https://www.coachingculture.com)

17 Working Safely

Your safety, health and wellbeing is important to us. A range of courses are delivered by Corporate Health & Safety who strive to ensure that no one comes to work to be harmed physically or mentally by the work they are asked to do. Staff must not undertake tasks prior to completing the appropriate training.

Manual Handling L2

Practical session for all who carry out manual handling activities at work, providing an introduction to the hazards of manual handling, the risks involved, and controls available. Ensuring manual handling activities are carried out safely.

Manual Handling For Supervisors - Inanimate Objects

Manual Handling L2 practical session for all who carry out manual handling activities at work, providing an introduction to the hazards of manual handling, the risks involved, and controls available. Ensuring manual handling activities are carried out safely. This training provides awareness for decision makers, supervisors and managers who have a responsibility for assessing or managing risk in relation to manual handling. Those attending must have completed Manual Handling L2.

Fire Safety Co-ordinators

The course is designed to provide training and guidance for Fire Safety Co-ordinators. The course will define roles and responsibilities and what fire checks should be carried out to comply with fire safety legislation.

COSHH Risk Assessment

This event is aimed at those who need to carry out a COSHH Risk Assessment for substances hazardous to health at work. It introduces them to the hazards associated with those substances, the risks and controls available and what to expect from a COSHH Risk Assessment.

Behaviour Management

This course aims to enable participants to undertake suitable and sufficient risk assessment of situations which may involve behaviour management. It will focus on prevention and is designed for staff who are required to interact with the public in situations which could potentially lead to conflicting situations.

MiDAS (Minibus Driver Awareness Scheme)

Following a change in legislation, services should now register staff direct with Community Transport Association and arrange a practical assessment directly with a provider. [Modernising MiDAS - Community Transport Association \(ctauk.org\)](https://www.ctauk.org).

Practical Fire Extinguisher

This practical session is designed to increase awareness of fire safety procedures and to help staff deal confidently and safely with any situation that may arise or be encountered as a result of a fire.

Site Safety Co-ordinator

This course is designed to provide training and guidance for Site Safety Co-ordinators (SSC). The course will define roles and responsibilities, as outlined in the Corporate Health and Safety Policy and what checks and balances should be carried out to comply with the Corporate Health and Safety Compliance Standards (site safety file).

Asbestos Awareness

The core content of the course will cover types and uses of asbestos, health effects and hazards, the use of asbestos within buildings and installations, and the documentation and legislation. The course consists of practical awareness and recognition of asbestos types, the health effects and the precautions/procedures to be followed.

Safe Use And Inspection Of Ladders

There are risks from working at height and this session explores how these must be controlled. It explains when ladders are suitable and how to set them up and use them safely.

Accident Investigation

This training is for those who carry out accident and near-miss investigations in their service area and have access to the Incident Module in CAMMS to upload the evidence and record the findings and conclusions. The programme provides sound techniques which can be incorporated into the Council's procedures to make accident investigation more structured and consistent.



First Aid Training

Contact: first.aidH&S@conwy.gov.uk 01492 577900

- Emergency First Aid (1 day)
- First Aid at Work (2 day refresher)
- First Aid at Work (3 day)
- Annual First Aid Refresher (3 hour).

Follow the link below for information on each course, including location and course cost: [First Aid Courses - Conwy County Borough Council](#).

IOSH Working Safely

This 1 day course focuses on why health and safety is important, and how individuals can make a real difference to the wellbeing of themselves and others through changing their behaviour. It's designed for staff with no supervisory or managerial responsibility and provides a grounding in the essentials of health and safety so that delegates gain an understanding of why they must work safely.

IOSH Managing Safely

This 4 day course is for those supervisors and managers who are required to manage safely and effectively in compliance with both the Council's policy and best practice in health and safety.

IOSH Managing Safely Refresher

This 1 day refresher course is for supervisors and managers who have previously completed an IOSH Managing Safely course. The programme will revisit the key management responsibilities from the 4 day course and provide updates on relevant changes in good practice guidance, legislation and standards.

All of our events can be booked via iTrent Self Service. You can check availability and book your place here: [ESS - Login \(conwy.gov.uk\)](#).

18 Civil Contingency Training

Multi-agency learning and development has enhanced good working relationships and helped lead to cohesive and successful responses to emergencies within North Wales. JESIP underpins and provides a clear structure for multi-agency working and is covered with every session, training course, exercise and keynote event run through the North Wales Resilience Forum.

If your role requires you to respond to an emergency, we have various courses available to support and equip you.

For further details contact:
training@conwy.gov.uk.

NWCREPS e-Learning Modules

Modules are hosted on the Learning@Wales platform. There is a section under the Local Authorities tab called: North Wales Councils Regional Emergency Planning Service Learning@Wales platform.



19 Self-Directed Learning

Improve your knowledge at your own pace at a time convenient to you. Here you'll find links to websites and alternative sources of learning, useful information, best practice and resources as well as e-learning tools which can be accessed as part of your ongoing development.



acas working for everyone

Acas guides around employee engagement best practice, employment legislation and a practical e-learning facility. Particularly useful for managers, supervisors and anyone responsible for improving business or operational performance. [Training | Acas](#)



The Open University

The Open University, a world leader in open and distance learning, all OpenLearn courses are free to study. Anyone can learn for free but signing up will give you access to a personal learning profile and record of achievements that you can earn while you study. [All our free courses | OpenLearn - Open University](#)



Data Cymru

Data Cymru, putting data and intelligence at the heart of public service delivery. Offering a range of training opportunities led by experts in their field and delivered online. [Training courses - Data Cymru](#)



Archwilio Cymru
Audit Wales

Each year **Audit Wales** hold a number of good practice events. Most of them are shared learning seminars/webinars. These workshops bring together individuals from across the Welsh public sector to share ideas and good practice on specific issues. [Events | Audit Wales](#)



Socitm

SOCITM - Society for Innovation, Transformation and Modernisation. A leading membership organisation helping to shape and deliver public services. A range of learning events, webinars and workshops available. [Calendar - Socitm](#)



An online '**Introduction to Social Care**' training programme for anyone in Wales who's interested in a career in Social Care. The programme will provide an overview on what working in Social Care is like and will look at what Social Care is and the different roles available in the sector. [Social Care Wales | New "Introduction to Social Care" training...](#)



TED's mission is to spread ideas; TED is a global community, welcoming people from every discipline and culture who seek a deeper understanding of the world. TED believes passionately in the power of ideas to change attitudes, lives and, ultimately, the world. On TED.com, you'll find a clearinghouse of free knowledge from the world's most inspirational thinkers - and a community of curious souls to engage with ideas and each other, both online and at TED and TEDx events around the world, all year long. TED recommend [TED: Ideas change everything](#)



The **Tourism Ambassador Scheme** provides an online training opportunity to enhance your knowledge of the tourism offer of the whole of Conwy County. [Conwy Tourism Ambassador Course - Ambassador Wales](#)



ACT Awareness e-learning is a new counterterrorism (CT) awareness product designed for all UK based organisations and individuals. It provides nationally accredited, corporate CT guidance to help industry better understand and mitigate against current terrorist methodology. [Action Counters Terrorism \(ACT\) e-learning \(conwy.gov.uk\)](#)



LinkedIn - While LinkedIn Learning offers structured courses, the broader LinkedIn platform is still a valuable resource for professional growth and learning. You can engage with industry professionals, join groups relevant to you and participate in discussions. You can also learn from others' experiences and insights, with industry professional influencers and companies often sharing valuable content, articles and updates related to industry trends.

20 Corporate Plan Outcomes

By investing in learning, we are actively improving the skills that help us innovate and grow. The learning and development offer has been aligned against our **Corporate Plan** outcomes, focussing on developing a range of skills and knowledge so our employees can meet future service demand.



The Environment

We live in a county where we value and look after the environment.



Growth And The Economy

We live in a county that has a strong economy that promotes and celebrates our culture.



Education And Skills

People in Conwy are educated and skilled.



Housing

People in Conwy have affordable, good quality accommodation that meets their needs and improves their lives.



Safety

People in Conwy are safe and feel safe.



Health

People in Conwy are healthy.



A Thriving Welsh Language

People in Conwy live in a county where Welsh is thriving, and people can participate in all parts of community life in Welsh.



Respecting And Listening To People

People in Conwy are respected, informed, listened to, and involved in community life.



Resilience For The Future

People in Conwy know their Council is resilient and able to meet their needs now, and in the future.