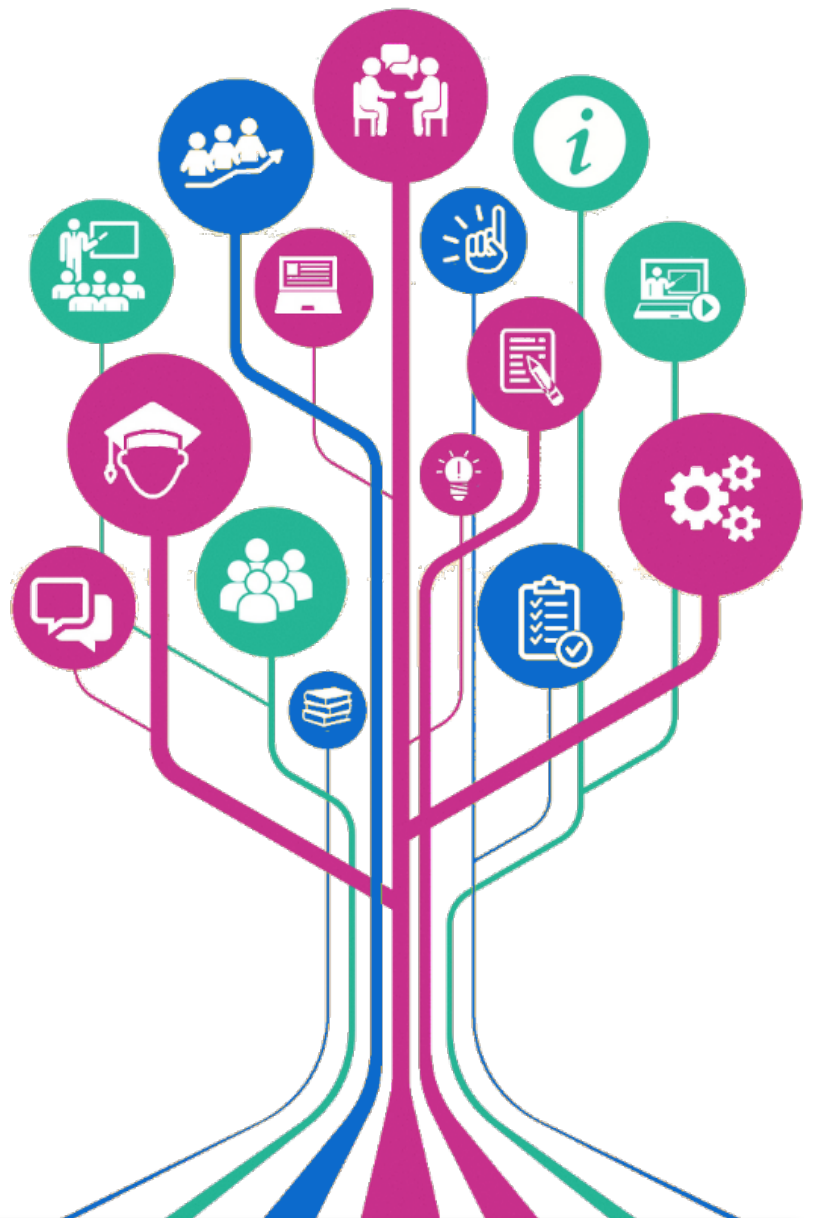


# Learning and Organisational Development Brochure



Supporting organisational effectiveness by developing people and teams to reach their full potential.

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## Welcome

Welcome to the Learning and Organisational Development (L&OD) brochure.

Do you have a development need, knowledge gap or just curious about what learning opportunities are on offer?

This brochure highlights what we have available in response to your feedback through our Learning Needs Analysis process.

We continue to work with subject matter experts to support the delivery of a wide range of learning and development opportunities for all staff. We also offer a range of team activities such as toolkits and facilitated bespoke sessions.

Please take a look at what's on offer and contact us if you would like to discuss any particular team or personal development requirements, or if you just can't find what you're looking for.



Extension 5123



[L&ODinfo@gjnh.scot.nhs.uk](mailto:L&ODinfo@gjnh.scot.nhs.uk)

## Delivery methods

We use a variety of delivery methods such as classroom workshops, e-Learning, coaching, one-to-one support and self-facilitated toolkits. Some of our programmes are in a blended learning format, this means that the course has an e-Learning element that must be completed before attending a classroom workshop.

To support you to recognise the delivery methods for the learning opportunities available, we have included the following graphics:



Classroom workshop



e-Learning



Blended learning



one-to-one support



Toolkit

## How we advertise

You will find details of upcoming training programmes on eESS Learning, e-Digest, At a Glance and our staff notice board located on Level 1.

## How to book onto a classroom workshop

The most up to date classroom workshops can be accessed on [eESS Learning](#), where you can view further information about a course, see upcoming dates and request enrolment onto a classroom workshop. Your line manager will then receive a notification of your request which they can approve or reject. You will then receive a notification from eESS Learning of the outcome of your request.

Instructions on how to enrol onto a classroom workshop can be found here:

<https://www.eess.nhs.scot/ess/>

## How to cancel enrolment from a classroom workshop

We understand that on occasions you may have to cancel attending a classroom workshop due to work pressures or for personal reasons. However we ask that you cancel your enrolment from a class as soon as possible to free up space for someone else to enrol. To do this, you can un-enrol from a class directly via eESS Learning. If you are cancelling within a week of the class start date, we ask that you also inform L&OD of this so we can review final class numbers to ensure they meet minimal numbers needed to run the workshop.

Instructions on how to un-enrol from a classroom workshop can be found here:

<https://www.eess.nhs.scot/ess/>

## Notification of cancelled training workshops

There are times that we may need to cancel training workshops. This can happen when the number of staff enrolled onto a particular class is below minimum viable numbers. A notification of cancelled training workshops will be emailed to you from eESS Learning. We will endeavour to give you as much notice as possible.

## e-Learning

We offer a wide range of e-Learning modules which provide an alternative and flexible approach to learning. The great thing about e-Learning is that you can access the modules at any time from any computer. There is the added advantage that you do not need to book a place!

Log in to your learnPro account to access all e-Learning modules available. Not got an account? Guidance on how to register can be found here:










<http://jubileestaffnet/index.php/departments/corporate/learning-and-organisational-development/e-learning/>

# Corporate mandatory training

The corporate mandatory training requirements in the table below apply to **all staff** (with the exception of staff on fixed term contracts of less than three months\*)










Click here to find out more:

[http://jubileestaffnet/files/6015/5186/8676/mandatory\\_training\\_staff\\_guide.pdf](http://jubileestaffnet/files/6015/5186/8676/mandatory_training_staff_guide.pdf)









Course Title	Frequency	Delivery Method
<b>Corporate Induction</b>	Once on employment	
<b>Fire Awareness Training</b>	Annual refresher	Clinical area staff 
		Non-Clinical area staff 
<b>Mandatory Hand Hygiene Update Training</b>	Annual refresher	Nursing staff 
		Non-Nursing staff 
<b>Safe Information Handling</b>	Every 2 years	
<b>Valuing Diversity Part 1 and Part 2</b>	Once on employment	 
<b>Manual Handling:</b> <ul style="list-style-type: none"> <li>▪ <b>MH Module A – Patient Handling</b> (for patient handling staff)</li> <li>▪ <b>MH Module A - Inanimate Load Handling</b> (for non-patient handling staff)</li> </ul>	Every 2 years	







\* If you are employed on a contract of less than three months, corporate mandatory training information is contained within your employment pack issued by the HR department.

# Training opportunities for all staff

Course Name	Delivery Method	Key contact
<b>The Coaching Approach</b>	How to apply a coaching approach to your conversations.	
<b>Assertive Communication</b>	How to recognise assertive behaviour and consider approaches to communicating more assertively.	
<b>Feedback Skills</b>	Approaches to giving and receiving feedback.	
<b>Self Awareness with DiSC®</b>	Recognise the advantages of increased self-awareness and identify your preferred DiSC® approach, appreciating how this can impact on your communication approaches and working relationships.	
<b>Human Factors Level 1</b>	Learn the role of human factors in errors occurring and approaches to improving communication, ultimately learning to be safer.	
<b>Approaches to Managing Conflict</b>	Recognising approaches to managing conflict and the impact of each approach.	
<b>Challenging Conversations</b>	How to prepare for and have conversations that are considered 'difficult conversations'.	
<b>Let's Talk About Change</b>	Recognise the emotional impact of change and explore approaches to support readiness for change.	
<b>Building Resilience</b>	Identify techniques and approaches to building personal resilience.	

L&OD:  
extension  
5123







Course Name	Delivery Method	Key contact
<b>SuicideTALK: An Exploration in Suicide Awareness</b> Discuss what people with suicidal thoughts need by learning how to have discussions to reduce the stigma and make it a subject everyone is willing to discuss and explore.		Occupational Health Team: extension 5789
<b>Skin Health Surveillance, Responsible Persons Training</b> Learn more about the Skin at Work Procedure and the reasons for skin health surveillance. Become competent acting as a responsible person in relation to skin health surveillance.		
<b>Mentally Healthy Workplace Training</b> Raising awareness of the importance and benefits of a mentally healthy workplace.		
<b>Quality Improvement Funshop Level 1</b> Learn the tools that will support you to confidently contribute your ideas and suggestions to improve services within your workplace.		Performance & Planning: extension 5446
<b>Jubilee Improvement Skills</b> Learn the skills and knowledge required to confidently lead, plan and deliver improvement projects.		
<b>Principles of Project Management</b> Learn how to deliver a departmental based project in a planned, measured and organised way.		
<b>Supporting Projects</b> Learn the skills needed to provide effective administration to projects.		
<b>Competency &amp; Values Based Recruitment Training</b> You will learn the process for recruiting new employees to reflect the GJF Values and Competency Based Recruitment process. You will get the chance to develop competency based questions and participate in a recruitment interview.		Human Resources: extension 5012





Course Name		Delivery Method	Key contact
<b>Introduction to Bereavement</b>	Some of the theory about grief and the practical impact it can have at work and at home.		Spiritual Care & Diversity Lead: extension 5060
<b>Advanced Bereavement Care</b>	An in-depth look at bereavement support, focussing on the ways you can help people who are experiencing grief.		
<b>Bespoke Support</b>			
<b>Coaching</b>	Coaching is relevant for specific current work related issues. It provides a space for reflection and a rare opportunity to focus on you. Coaching is helpful if you need to improve your situation and achieve goals; learn new ways of thinking, approach a situation differently in order to get better results or just to have space for self-reflection and learning.		L&OD: extension 5123
<b>Myers Briggs Type Indicator (MBTI)</b>	MBTI is a personality profiling tool that can help you gain an insight into personality type preferences and how it may affect your approaches to work and life in general. MBTI can be offered to teams to support team effectiveness or on a one-to-one basis to support self-awareness.		
<b>DiSC®</b>	DiSC® is a profiling tool that can give you an insight into your behaviour style that describes how you prefer to approach work and relationships and how you like to communicate in the workplace. DiSC® can be offered to teams to support team effectiveness or on a one-to-one basis to support self-awareness.		
<b>360 Feedback</b>	360-degree feedback provides an opportunity for you to receive feedback on your performance from a number of people who know you and the way you work. You complete a self-assessment which is then compared against feedback from your colleagues including direct reports, peers and your manager.		






# Training opportunities for managers

## In-house learning opportunities

Course Name	Delivery Method	Key contact
<b>i:supervise</b> Best practice approaches to supervising and motivating staff to achieve results. This course is best suited for current supervisors/team leads or staff preparing for a supervisory role.		L&OD: extension 5123
<b>i:manage</b> Focussing on-self awareness and best practices approaches to managing people.		
<b>Managers Induction</b> As a new manager, gain an understanding of your responsibilities and those associated with different departments and functions across the organisation.		
<b>Control of Substances Hazardous to Health (COSHH) Assessment Training</b> This training is for those who are involved in working with hazardous substances and needs to understand how to undertake and/or interpret the findings of a COSHH assessment.		Health & Safety Advisor: extension 5026
<b>Risk Assessment for Managers</b> Gain an understanding of the key steps involved in carrying out a risk assessment in your area.		
<b>Reporting of Injuries and Dangerous Occurrences (RIDDOR)</b> Gain an understanding of the purpose of RIDDOR, the process for reporting and the documentation required to facilitate the RIDDOR process.		

<b>HR Policy Training</b>	Workshops to support Managers with: <ul style="list-style-type: none"> <li>▪ Managing Conduct &amp; Concerns</li> <li>▪ Managing Bullying and Harassment</li> <li>▪ Managing Attendance, and</li> <li>▪ Capability: Managing Performance.</li> </ul>		Contact your local HR Advisor
<b>Regional and National Programmes</b>			
<b>Course Name</b>		<b>Delivery Method</b>	<b>Key contact</b>
<b>Leading for the Future</b>	Leading for the Future is an innovative package of leadership and management development, which has been designed specifically for those in senior leadership positions. The blended programme consists of: <ul style="list-style-type: none"> <li>▪ Online resources</li> <li>▪ Three 2-day modules and a consolidation event, and</li> <li>▪ Skills development workshops and master classes.</li> </ul>		L&OD: extension 5123
<b>Leadership3</b>	This programme targets current leaders or established practitioners with the aspiration and potential to become a future leader. The content is designed around the national health and social care leadership capabilities and consists of: <ul style="list-style-type: none"> <li>▪ Psychometrics</li> <li>▪ Development modules</li> <li>▪ Action Learning</li> <li>▪ Coaching, and</li> <li>▪ Delivery of a local service improvement project.</li> </ul>		
<b>Project Lift</b>	Project Lift is a collaboration between Scottish Government, NHS Education for Scotland, the Golden Jubilee and National Services Scotland. The goals of Project Lift are to establish a system-wide approach to identifying, supporting, enhancing and growing leadership talents at all levels.		Find out more by visiting the Project Lift website: <a href="https://projectlift.scot/">https://projectlift.scot/</a>

# Team effectiveness support

Topic	Delivery Method	Key Contact
<p><b>Managing Change Toolkit</b></p> <p>Managers will gain a greater understanding of the impact change can have on human behaviour. The toolkit offers useful tools to support staff engagement and commitment to the change being implemented.</p>		<p>L&amp;OD: extension 5123</p>
<p><b>Values Toolkit</b></p> <p>Our Values Toolkit contains information, exercises and ideas to support managers to have conversations with their teams to embed our organisational values, ultimately 'making them real' within their working practices.</p>		
<p><b>Team Effectiveness Toolkit</b></p> <p>Team effectiveness is supported by the Affina Team Journey (formally known as Aston). This is an online team assessment and development tool for team leaders to use with their teams. It improves performance by giving teams a structured, evidence based experience.</p>		

In addition to the toolkits mentioned above, we also offer a consultancy service where we work with teams to develop tailored solutions. This can include:

- Facilitated sessions on a range of topics from roles and responsibilities, communication, to action planning
- Self-awareness using tools such as DiSC® or MBTI
- Facilitated group action learning, and
- Improving staff experience of Personal Development Reviews.

# Additional resources and websites

**IT Training** The IT Skills Pathway Learning Portal offers short, easy to access videos and e-Learning courses covering a full range of instructions for users of IT packages, from beginner to advanced levels, such as:

- Outlook – access emails, contact colleagues and manage your diary.
- Word – type documents, reports and letters.
- Excel – create spreadsheets, graphs, tables and use formulas.

<https://www.dls.nhs.uk/Home?action=login&app=lp&centreid=334>

**Retirement Training** There are courses available for staff considering or preparing for retirement. These are delivered by NHS Greater Glasgow and Clyde. For available dates and courses, please see the following link:

<http://jubileestaffnet/index.php/education/retirement-training/>

**Productive Leader Resource** The Productive Leader Resource is designed to support individuals and/or teams to review their everyday working practices to get the most from their time. Resources include:

- Email management techniques – a guide to configuring outlook settings to support priority management approaches.
- Workload support tools – a guide including tools and techniques for managing workload and meetings management.

<http://jubileestaffnet/index.php/education/productive-leader/>

**Best Practice PowerPoint Design** Find out more about designing PowerPoint presentations to reflect best practice in relation to accessibility:

[http://jubileestaffnet/files/5215/3838/8964/Best\\_Practice\\_PowerPoint\\_design.pdf](http://jubileestaffnet/files/5215/3838/8964/Best_Practice_PowerPoint_design.pdf)

**The Big Plus** The Big Plus is a free resource that puts you in touch with a local tutor that can work directly with you to build your confidence and skills in relation to writing, reading or using numbers. Contact The Big Plus for more information:

<https://www.myworldofwork.co.uk/learning-big-plus>

**Cognitive Behavioural Therapy (CBT)** CBT is a talking therapy that can help you manage your problems by changing the way you think and behave. To find out more about this service, please contact the Occupational Health team on extension 5789.

**South Glasgow Wellbeing Services** South Glasgow Wellbeing Services offer a variety of self help materials, groups and courses for all sorts of problems that you may be facing. Visit their website for more information:

<http://wellbeing-glasgow.org.uk/contact/>

**Living Life to the Full** Living Life to the Full teaches a range of life skills that are based on a CBT approach, to aim to improve wellbeing and resilience as you go through the journey of life. <https://littf.com/>