

Data and Process Advantage Limited

Overview of training provision

At Data and Process Advantage (DPA), we recognise that improving the core skills of staff and the way they interact is an essential part of improving the performance and effectiveness of any organisation. With the correct skills and attitudes, long lasting changes in staff behaviours will enable an organisation to operate more effectively. Our trainers, in addition to being experienced at delivering effective training courses, are skilled and experienced practitioners in their subjects. Training is enhanced through the use of interactive discussions and exercises and will typically be delivered in groups of up to 12.

Course	Duration
Meetings skills – The basics of running meetings	1 day
Meetings skills for the Third Sector	½ day
Getting your point across	½ day
Staging successful meetings	½ day
Minute taking	1 day
Chairing meetings - Refresher	1 hour
Facilitation skills	1 day
Business improvement skills and techniques	1 day
Improving customer service	½ day
An introduction to Project Management	1 day
An introduction to Process Mapping	1 day
The process experience	½ day
Report writing	½ or 1 day
Assertiveness at work	½ day
Assertiveness for women	½ or 1 day
The Data Zoo – Recognising how behaviours affect data integrity	½ day
The Data Zoo – Improving data behaviours to strengthen data integrity	1 day

For more information, please email enquiries@dpadvantage.co.uk or visit www.dpadvantage.co.uk

Summary of training provision

Modules available

The modules listed below have been developed for use on a stand alone basis or in different combinations to meet the needs of clients. During training, participation by delegates is encouraged with a variety of exercises used to enhance learning.

Courses normally have up to 12 delegates.

Meetings skills – 1 day course

The basics of running meetings

- Do you need a meeting?
- Plan
- Inform delegates
- Prepare
- Structure of a meeting
- Controlling a meeting
- Records and follow up

Meetings skills for the Third Sector – ½ day course

This course is aimed at volunteers involved in the public sector who need to improve their effectiveness at meetings

- Why do we have meetings?
- How to be a good participant at a meeting
- Development of ground rules for meetings
- How to chair a meeting
- How to take the minutes at a meeting.

Getting your point across

This course is aimed at staff who need to develop their influencing and communication skills

- Identifying your message
- Making your point in writing
- Getting your point across on the phone
- Planning for a successful phone call

Staging successful meetings – ½ day course

For those who regularly organise and run meetings

- What makes a successful meeting?

- Stakeholders and expectations
- Planning for the unexpected
- POSTER model for structuring meetings
- What to do if things go wrong
- Follow up after a meeting

Minute taking – 1 day course

Aimed at staff who take minutes regularly and wish to improve their techniques

- Role of the minute taker
- Personalities in meetings and how to deal with them
- Different types of meetings and minutes
- How to overcome difficulties during and after the meeting
- Producing minutes

Refresher course on chairing meetings – 1 hour

Designed as a 1 hour lunchtime refresher for senior staff who regularly chair meetings

- Role of the chair
- Skills needed
- Dealing with difficult people

Other refresher courses on specific meetings roles are also available

Facilitation Skills – 1 day course

For staff who take on facilitator role. Emphasis on those with practical experience sharing their techniques

- Role and benefits of a facilitator
- Skills a facilitator needs
- Personality types and how to deal with them
- Conflict and how to deal with it
- Running meetings and workshops
- Structuring a workshop
- Icebreakers and energisers
- Closing a meeting or workshop

Business Improvement Tools and Techniques – 1 day practical workshop

The course uses a case study approach where delegates get hands on practice of tools such as:

- Cause and Effect diagram
- Process mapping

- Matrices and data analysis

Improving customer service

A half day course designed to look at attitudes to customers and build staff resilience

- Your experiences of good and bad customer service
- What do you really think of your customers?
- Using the Betari Box model to understand reactions to customers
- How to keep your cool

An introduction to Project Management – 1-day course

For delegates with little formal training on managing projects

- What is a project?
- Principles of project management and starting a project
- Communications
- Project Planning
- Addressing risks
- People and projects
- Ending a project

An introduction to Process Mapping – 1 day course

Aimed at staff who will be mapping processes but have little experience

- What is a process?
- Scoping a process
- Process hierarchies
- Getting a process onto paper
- Process metrics
- Identifying improvements and measuring them

The Process Experience – ½ day course

A half day hands on session where staff take on the roles within a process and attempt to make improvements. This can be used to compliment “An Introduction to process mapping”, giving the group shared, practical examples of the course content

Assertiveness at work – ½ day course

Aimed at staff who need help to be more assertive at work

- What is assertiveness?
- Understanding types of behaviour
- How assertive are you?
- Assertiveness techniques and skills
- Putting learning into practice

Assertiveness for women

A course aimed at women who work in a male dominated environment, this course gives women an opportunity to learn assertiveness techniques in a supportive environment. The course can run for half a day or a full day with role playing exercises

Report Writing – ½ day or 1-day course

A practical approach to effective report writing

- How to choose an appropriate report structure
- Long and short reports and when to use the
- A systematic approach to producing a report
- Effective layout and writing styles
- Techniques for editing, reviewing and approving reports

The Data Zoo – Recognising how data behaviours affect data integrity – ½ day course

For staff in data intensive environments and their managers

- The role of data in decision making
- Data in organisations
- Staff behaviours towards data
- Exploration of different generic data behaviours using the Data Zoo ©
- Examples of data behaviours required in different work situations

The Data Zoo – Improving data behaviours to strengthen data integrity – 1 day course

Aimed at project managers, change programme leaders and managers of staff involved in data intensive activities

- The value of data in strategic and tactical decision making
- Understand how user behaviour can degrade data quality
- How to put together a successful team with a range of data behaviours
- How to change and modify individual behaviours to ensure better data quality
- Recognise how organisational policies and actions drive particular data behaviours
- Development of a plan to address any issues in their teams

Addressing the needs of clients

Example situations where a client is seeking training are given below to illustrate how training modules can work together.

The client needs to.....	Courses available
Change the culture of meetings	<ul style="list-style-type: none"> • Half day Meetings Skills course for all staff • 1 day intensive training in meetings skills to establish Meeting Champions
Use business improvement tools in their processes	<ul style="list-style-type: none"> • Half day Meetings Skills course • 1 day course on Business Improvement Tools and Techniques
Refresh the approach to meetings in their organisation	<ul style="list-style-type: none"> • A series of 1 hour refresher courses which could be run as lunch time sessions
Improve the organisation of meetings	<ul style="list-style-type: none"> • Half day course on Running Successful Meetings for meeting organisers • Six monthly facilitated sessions “How is it going?” and learning new skills
Improve the standards of minute taking	<ul style="list-style-type: none"> • 1 day course for Minute Takers
Document and improve processes	<ul style="list-style-type: none"> • Half day Process Experience • 1 day Introduction to Process Mapping • 1 day course on Business Improvement Tools and Techniques
Improve the approach to running projects	<ul style="list-style-type: none"> • 1 day Introduction to Project Management • 1 day Meetings Skills
Develop in house facilitation to drive process improvement	<ul style="list-style-type: none"> • 1 day Meetings Skills • 1 day Facilitation Skills • 1 day Business Improvement Tools and Techniques

On-going support

For an organisation to get the most out of training then delegates have to put their learning into practice once they get back to their desk. Also questions and concerns may arise after the training and delegates may give up on their new skills if they cannot get these addressed. To support the full implementation of training DPA provide on-going support as required.

Some of the ways this can be delivered include:

- One to one support by watching a delegate put a new skill into action and providing feedback on the performance
- Facilitating regular refresher sessions for skill groups e.g. For meeting organisers. This gives delegates an opportunity to share experiences and learn from others as well as providing a forum for new skills to be introduced
- The provision of standard template documents to introduce a consistent approach
- Working alongside staff to assist in the delivery of a project or meeting
- Acting as a sounding board for ideas to tackle a project or problem

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