

CORE SKILLS FOR ADMINISTRATIVE OFFICERS

(GRADE 7 & EQUIVALENT)

Two-day course
9.30am to 4.30pm, daily

Registration: €850

Training can take place in our offices in
25 Mountjoy Square East,
Dublin 1

Check our website for upcoming dates for opening training

or as an in-house within your organisation
This is more practical if you have a large group for training

For more information, or to book:
call us on (01) 819 8500
visit www.pai.ie
or email info@pai.ie

About the course

This comprehensive two-day Core Skills programme is designed in alignment with the competency model for Grade 7, as specified by the Public Appointment Service. The programme will enable you to understand your role covering team leadership, analysis and decision making and interpersonal and communication skills to ensure the delivery of the organisations goals and policy implementation.

People management and team leadership ideologies and scenarios as a means to motivate, drive performance and deliver results will be used throughout the programme. It will explore subject areas demonstrating the importance of communication skills in delivering results and gives participants the tools to develop the core skills required to be effective in the grade.

Participants will gain clarity on the role within the provision of the Public Service and the importance in managing teams to deliver quality customer service.

Learning Outcomes

The programme specifically focuses on developing the following competencies:

- Team Leadership
- Analysis & Decision making
- FOI, Data Protection & Procurement in Practice
- People & Project Management and Delivery of Results
- Interpersonal & Communications Skills
- Wellbeing at work & the duty of care
- Developing personal effectiveness & resilience

Training Style

Learning for this programme will be blended, with a mix of classroom days, theory, homework and suggested post-training supports posted electronically to allow for reflection between classroom days.

PAI Moodle: To allow for the delivery of an effective blended learning programme, PAI will provide each learner with access to our online Learning Management System, Moodle. All course material will be posted on Moodle for access between classroom days and post programme learning and support.

This programme is delivered in a practical facilitative approach with learners guided through the topics through problem based learning, presentations and group work. Training delivery will focus on using relevant, practical training activities to enable participants to achieve learning objectives, including the following:

- Case studies
- Role play and group activities / exercises
- Presentation and discussion
- Reflective learning project.

Timetable: Day one

Time	Topic
9.30 – 9.45	<p>Introduction</p> <ul style="list-style-type: none"> • Module agenda and Objectives
9.45 – 10.45	<p>The Role of the Higher Executive Officer and Department Strategy Overview</p> <ul style="list-style-type: none"> • PMDS & Role Profile • Identify your training needs & skills gaps • Encouraging Staff development through PMDS
10.45 – 11.00	Break
11.00 – 1.00	<p>Interpersonal & Communications Skills</p> <ul style="list-style-type: none"> • Excellence in Customer Service <ul style="list-style-type: none"> ◦ The lines of communication ◦ Techniques in managing awkward customers/ staff ◦ Disarming anger • Constructive Discussion <ul style="list-style-type: none"> ◦ Barriers to effective communication • Presentation Skills <ul style="list-style-type: none"> ◦ In speech and in writing • Influencing & Persuading skills <ul style="list-style-type: none"> ◦ Project conviction ◦ Effective Pitching
1.00 – 2.00	Lunch

Timetable: Day one (*cont.*)

Time	Topic
2.00 - 4.30	<p style="text-align: center;">Analysis & Decision-making</p> <ul style="list-style-type: none">• FOI<ul style="list-style-type: none">◦ Effectively managing requests & processing information• Balancing workloads• Time Management• Data Protection in practice• Tendering & procurement<ul style="list-style-type: none">◦ Transparency & accountability◦ Policy on fair & equal contracting• Records<ul style="list-style-type: none">◦ Quality checks◦ References◦ Procedures

Timetable: Day two

Time	Topic
9.30 - 11.00	<p style="text-align: center;">Team Leadership</p> <ul style="list-style-type: none"> • Harness Skill Sets • Team development • Change Management • Conflict Resolution & Mediation <ul style="list-style-type: none"> ◦ Supporting & Enabling your Team ◦ Knowing your supports ◦ Productivity ◦ Stress Management
11.00 - 11.15	Break
11.15 - 1.15	<p style="text-align: center;">People Management and Delivery of Results</p> <ul style="list-style-type: none"> • Project Management <ul style="list-style-type: none"> ◦ Setting goals & meeting objectives ◦ Planning - pragmatic approach ◦ Risk assess, review & succeed ◦ Develop your contingency plan ◦ Creating a Project Legacy • People Management <ul style="list-style-type: none"> ◦ Delegation, managing your workload & managing your staff ◦ Assertiveness & positive contribution ◦ Group personalities
1.15 - 2.15	Lunch

Timetable: Day two (cont.)

Time	Topic
2.15 - 3.30	<p>Wellbeing in the Workplace and the Duty of Care</p> <ul style="list-style-type: none"> Wellbeing & managing your energy at work
3.30 - 4.30	<p>Specialist Knowledge, Expertise and Self Ownership</p> <ul style="list-style-type: none"> Self-development and Self ownership <ul style="list-style-type: none"> Seeking out opportunities Career planning Competency Development
4.30	Course concludes

Speakers



Sile O'Donnell is a HR and Training Consultant and an Adjunct Assistant Professor in Trinity College Dublin. She has over 25 years' experience of designing and implementing best practice HRM, change management and training strategies, initiatives and policies in the public sector. She was Director of HR in the Eastern Regional Health Authority for five years and an Assistant National Director of HR in the HSE for five years. She provides a range of HR services (including individual and team coaching, line management and change management training, HR strategy and policy development, employee relations advice and representation) to many organisations and individuals in the public and private sector.

Sharon Dillon-Lyons is a Barrister-at-Law. She practises in civil litigation including tort and contract law. She has experience working in policy and compliance with non-governmental organisations; specifically legal duties of bodies including legislative compliance with data protection, freedom of information and health and safety. She also has experience of best practice tools to monitor implementation of policies, procedures and compliance with legal and contractual obligations.



Liz Keaney is a professional trainer and a qualified business coach specialising in well-being in the workplace. She has worked with Aware for the last 4 years delivering programmes on stress, anxiety and depression. She is a Qualified Financial Adviser and an accredited DiSC psychometric practitioner.