



# Ibec Academy We know Business

**Applied, Accredited,  
Impactful, Learning  
Programmes  
2022**

**“A great course, really well structured. The material was comprehensive and relevant to our company’s policies, procedures and core values.**

**The case studies and the knowledge of the trainer was in-depth and really helped everyone in better understanding case law and how it is applied. Overall great experience and I would highly recommend to other organisations.”**

Miriam O’Shea  
Tesco, Talent & Capability Manager

# Ibec Academy Programmes 2022

# Developing your people in today's new world

**At Ibec Academy, we recognise that the world of work has changed significantly, as has our need to learn new skills in new ways.**

**As part of our continuous growth, we have now rebranded our learning and development unit, to become the Ibec Academy.**



Jenny Hayes  
Head of Ibec Academy  
T: 01 605 1613  
E. [jenny.hayes@ibec.ie](mailto:jenny.hayes@ibec.ie)

As part of our new brand identity, the Ibec Academy has evolved our programme offering to address the trends that are now shaping the future of work and the top management topics and challenges in areas such as remote and hybrid work, leadership and managing people, environmental, social & governance (ESG), strategy, innovation, diversity & inclusion and employee wellbeing.

The Ibec Academy offers a range of impactful, practical and applied courses to help your people perform at their best in today's world. Ibec's extensive history and experience in the areas of business, HR, management and OHS, informs the programmes we deliver. We advise and represent companies every day, so we know the real issues that employers face. Every Ibec programme is tied to real world applications and this is what makes our learning relevant.

Our strategic partnership with Technological University Dublin means that many of our courses are also accredited, giving your people a recognised award, while building their skills and knowledge.

We have seen a significant growth in customised learning and development solutions, with a real focus on developing competencies and skills that are aligned to your values and business objectives. If you would like to discuss designing a unique programme for your people, please contact me and I would be delighted to meet you to discuss further.

Jenny Hayes  
Head of Ibec Academy

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# Our credentials 2021

## About Us

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Over 30 years  
developing managers

Innovative portfolio of  
customised programmes,  
online courses, seminars  
and short courses nationwide

70

70 highly qualified  
facilitators

Excellent customer  
satisfaction and  
repeat business

## Our Accreditations

15

15 years of  
ISO accreditation



Many of our programmes are accredited by Technological University Dublin, European Mentoring and Coaching Council, Mediators Institute of Ireland, Quality & Qualifications Ireland, the Pre-Hospital Emergency Care Council and are on the National Framework of Qualifications

TECHNOLOGICAL UNIVERSITY DUBLIN  
**TU DUBLIN**  
TECHNOLOGICAL UNIVERSITY DUBLIN

# Our credentials 2021

## Our Graduates



6,000

Over 6,000 managers developed in 2021



300

300 graduates from accredited programmes in 2021.

## Our Programmes

200

200 customised programmes across 2021

64

64 accredited programmes

300

300 open programmes



# Talk to us about a customised programme

## Areas of expertise

**Management  
Development**



**Business,  
Operations  
& Finance**



**Industrial  
Relations**



**Personal  
Development**



**Employment  
Law**



**Occupational  
Health & Safety**



## Why Choose Ibec Academy for your Customised Solution

1. Our approach is practical but effective
2. We work with you to identify what's needed, delivering real results
3. We share best practice examples and focus on the real issues you face
4. TU Dublin is our strategic partner, so our courses can also be accredited



## Our Approach

### 1. Discovery

We spend time with you to ensure we have a clear understanding of your needs and specific goals to build on your values, culture and people



### 2. Design

We work with you to design a practical programme with actionable takeaways that allow participants to embed the learning in a practical way



### 3. Delivery

We match the right trainer to your organisation who will support your people in developing the core competencies and bringing about the changes required



### 4. Debrief

Feedback and assessments are completed during and post programme to ensure the learning makes a real impact

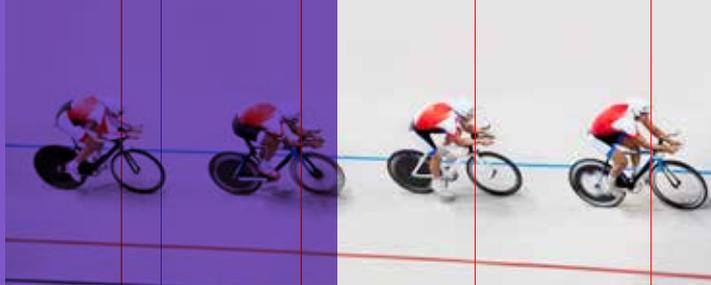


### Call us to discuss your customised training needs

Jenny Hayes  
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# Coaching



Coaching is a powerful way to unlock individual and organisational performance potential as well as ensuring the learning from one of our training programmes is applied in practice by those who take part. In this one to one partnership, the coach and coachee can work together to apply the learning, tools and techniques from one of our training and development courses, or on a personal action plan in the areas that count.

Ibec's coaching approach is practical, positive and focused on real results for the person and the team. We spend time matching the right coach to the person or team, so that ultimately the process then helps to motivate, inspire and engage leaders and teams to deliver organisational success. Our highly experienced coaches all have industry experience as well as a professional coaching qualification, which ensures that every coaching conversation is well structured, action focused and has a real impact for the individual.

## Call us to discuss your customised training needs

Jenny Hayes  
Head of Ibec Academy  
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Neil Butler  
Senior Executive  
Ibec Academy  
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E: [neil.butler@ibec.ie](mailto:neil.butler@ibec.ie)

## The Coaching Agenda:

- Focus on what is important to accomplish and what will make the biggest difference to performance.
- Identify strengths and how to build on them.
- Identify stumbling blocks and how best to overcome these.
- Support to make changes happen at a number of different levels.
- Work on challenges and develop strategies to overcome them.
- Build leadership capability in areas such as personal resilience, managing change, dealing with conflict and building on key strengths.

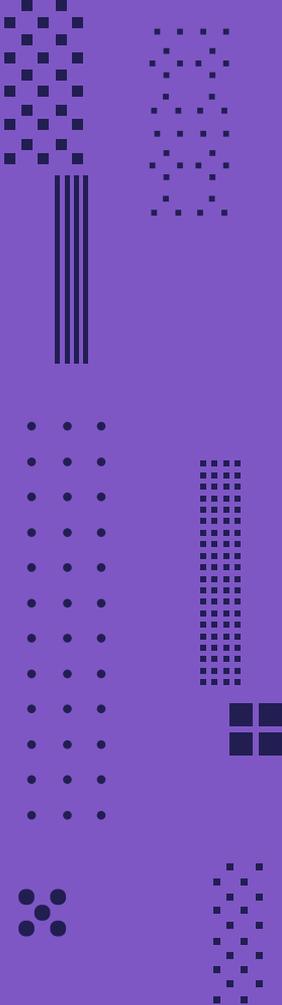
## The Coaching Process

Our coach will come on site or work virtually with the coachee as part of an agreed number of one to one or team coaching sessions. The results that a person gets from this one to one process are powerful as they are designed around the individual or team's agenda. Usually 3-6 sessions are recommended to ensure the results needed are achieved for the person and the organisation.

# Our Customers



# Ibec Academy Management Development Programmes



# CPD Diploma in Coaching

12 DAYS

**Accredited by: Technological University Dublin  
CPD Special Purpose Award – Level 8 on the  
NFQ (20 ECTS)**

The primary objective of this programme is to facilitate the development of business coaches who can apply a range of practical coaching and management skills in the workplace. It will enable you to become an effective business coach with a range of skills, confidence and competence in this vital area.

### Content includes:

- Coaching and management models and theories
- Coaching skills and the psychology of behaviour
- Self awareness, understanding others and personality profiling
- Performance management
- The change process, organisational behaviour and performance management
- 3 individual coaching sessions with a highly experienced coach and a personality profile assessment

### What you said:

“The course administration, design, materials, content, class interaction and delivery was brilliant. Not only did I learn the practical and theoretical elements from the course, personally I developed and have brought the learnings into my every-day and professional life.”

Stephen Sands, daa , HR Manager

### Rates:

Member: €3455 | Non-member: €3875

### Delivery:

Online / Classroom / Blended

### Start Dates:

07 April 2022

07 October 2022

# EMCC Practitioner level EQA Coaching Accreditation

ADD-ON

**Accredited by: European Mentoring Coaching  
Council (add-on programme to the Diploma  
in Coaching)**

Upon successful completion of Ibec's Diploma in Coaching programme, participants can complete this programme to receive additional accreditation at Practitioner Level and 1-year membership from the European Mentoring Coaching Council.

### Content includes:

- Individual coaching sessions with an experienced Ibec coach
- One to One coaching sessions with their coachees

### This programme is for:

Participants who have been awarded the Ibec Diploma in Coaching and interested in receiving practitioner level accredited from EMCC.

### Rate:

€1785

### Delivery:

Online / Classroom / Blended

### Start Dates:

Contact [ibecacademy@ibec.ie](mailto:ibecacademy@ibec.ie) for upcoming dates

# CPD Diploma in Strategic Innovation

12 DAYS

**Accredited by: Technological University Dublin  
CPD Special Purpose Award – Level 8 on the  
NFQ (20 ECTS)**

This programme is designed to support leaders and organisations that appreciate the importance of investing in the development of their skills and knowledge in the key areas of strategy and innovation. This accredited programme will focus on equipping leaders and managers with the necessary strategic and innovation skills, knowledge and competencies to address the various challenges facing their businesses in creative and innovative ways, allowing them to gain a competitive edge in the marketplace.

### Content includes:

- Developing a strategic outlook
- Understanding innovation
- The innovative organisation
- How leadership, teams and people contribute to innovation
- Taking a strategic view of innovation

### This programme is for:

Those new to innovation-related roles as well as helping to develop the skills and knowledge of those currently engaged in innovation in their organisations. Applicants should typically have a minimum of 5 years' experience in management and occupy roles involving a significant degree of engagement with innovation or expect to move into these positions in the near future.

**Rates:** Member: €3455 | Non-member: €3875

**Delivery:** Online / Classroom / Blended

### Start Dates:

6 April 2022

6 October 2022

# CPD Diploma in Leadership

12 DAYS

**Accredited by: Technological University Dublin  
CPD Special Purpose award – Level 8 on the  
NFQ(20 ECTS)**

The primary objective of this programme is to ensure you become an effective leader in your organisation. This programme will teach you the skills you need to lead yourself and others. It will help you develop your understanding of the different styles of leadership, as well as determining your style and its effectiveness. It will enable you to develop the strategies that capitalise on your strengths and overcome any weaknesses for yourself and your business.

### Content includes:

- Self awareness
- Leadership
- Interpersonal skills
- Strategy and the environment
- Planning

### What you said:

“It was a very interesting and practical programme. I would highly recommend it.”  
Fiona Lynch, Graduate Relations Manager,  
UCD

### Rates:

Member rate: €3455 | Non-member rate: €3875

### Delivery:

Online / Classroom / Blended

### Start Dates:

13 April 2022

27 September 2022

# CPD Diploma in Management

12 DAYS

**Accredited by: Technological University Dublin  
CPD Special Purpose Award – Level 6 on the  
NFQ (20 ECTS)**

The programme will offer participants the opportunity to learn more about their own management style, how best to lead and motivate others and best practice in this area.

## **Content includes:**

- Organisational behaviour
- Communications in organisations
- Performance management
- Corporate leadership
- Strategic management
- Finance for managers
- Employment Law

## **What you said:**

“The breakout rooms and the mix of participants from all different industry and backgrounds were excellent.”

Aileen O’Sullivan, Administration Officer,  
Limerick and  
Clare ETB

## **Rates:**

Member rate: €3140 | Non-member rate: €3560

## **Delivery:**

Online / Classroom / Blended

## **Start Dates:**

21 April 2022  
20 October 2022

# CPD Diploma in Human Resource Management

12 DAYS

**Accredited by: Technological University Dublin  
CPD Special Purpose award – Level 6 on the NFQ  
(20 ECTS)**

This course is designed to give an understanding of employment law, strategic management, employee engagement, talent management, change management and performance management.

## **Content includes:**

- Overview of HRM
- Leadership and employee engagement
- Talent management and competency modelling
- Organisational development and change management
- Strategic learning and development, succession and performance management
- Employment Law

## **What you said:**

“The additional knowledge brought by the trainer is information that couldn’t be read in books. For example, the cases used and showing how the knowledge could be applied in our own specific companies.”

Maeve Martin, HR Manager,  
MSS Building Services Ltd

## **Rates:**

Member: €3140 | Non-member: €3560

## **Delivery:**

Online / Classroom / Blended

## **Start Dates:**

30 March 2022  
14 October 2022

## CPD Certificate in Managing People HR, Management, IR and Employment Law

4 DAYS

Accredited by: Technological University Dublin  
CPD Special Purpose Award – Level 6 on the  
NFQ (5 ECTS)

The primary objective of this programme is to enable managers to make a more effective contribution to their organisation by developing core skills central to managing people at work.

### Content includes:

- Leadership
- Communication and interpersonal skills
- Employment legislation
- Negotiation skills
- Grievances
- Industrial Relations Institutions
- Giving feedback and managing difficult situations
- Motivation
- Discipline and dismissals
- Counselling and coaching
- Employment of staff
- Assertiveness and conflict resolution

### What you said:

“Confirmation of what I already know is very helpful and further knowledge in areas that were not as clear will prove to be very useful going forth.”  
Conor Quinlivan, Financial Accountant, Weener Plastic Ltd

### Rates:

Member: €1995 | Non-member: €2205

### Delivery:

Online / Classroom / Blended

### Start Dates:

10 February 2022  
10 May 2022  
14 July 2022  
03 October 2022  
09 November 2022

## CPD Certificate in Managing People Skills Leadership, Teams and Performance

4 DAYS

Accredited by: Technological University Dublin  
CPD Special Purpose Award – Level 6 on the  
NFQ (5 ECTS)

This programme is designed to assist managers in developing their management and interpersonal skills. Participants will gain a greater understanding of their communication and management style and its impact on those they manage.

### Content includes:

- The role of the manager
- Personality profiling
- Communication skills
- Managing performance
- Presentation skills
- Communicating with confidence
- Motivation
- Time management/stress management
- Managing meetings
- Effective team building

### What you said:

“The course facilitator was energetic and knowledgeable.”  
Maria Rogers, QA Compliance Specialist,  
Integra LifeSciences

### Rates:

Member: €1995 | Non-member: €2205

### Delivery:

Online / Classroom / Blended

### Start Dates:

23 March 2022  
20 September 2022  
23 November 2022

# How to be a dynamic female leader

## 4 DAYS

The programme will focus on how to embrace a leadership role, find an authentic voice and proactively manage a successful career. Each participant will leave with a personalised action plan for their career and a strong understanding of how to be a dynamic leader.

### Content includes:

- Where am I now?
  - Self-awareness
  - Understanding your strengths
  - Importance of impression management
- Your role as a leader
  - Strategic thinking and planning
  - Finding your voice as a leader
  - Managing imposter syndrome
- Building a network you can trust
  - Communications and influencing
  - Networking for people who hate networking
  - Boundaries: Home and work life blur
- Culture, change and politics
  - Organisational behaviour
  - Power and influence
  - The role of mentors and sponsors

### What you said:

“Great elements covered in the course from psychological safety, leadership styles, emotional awareness, conflict types & feedback.”

Claire Tully, EHS Officer, Boliden Tara Mines DAC

### This programme is for:

Those at management level who wish to accelerate their careers to the next level.

### Rates:

Member: €1890 | Non-member: €2100

### Delivery:

Online / Classroom / Blended

### Start Dates:

05 April 2022

03 October 2022

# Foundations in Management

## 2 DAYS

This programme aims to give managers, or those moving into management roles, the fundamental skills of effective management. Participants will learn how to improve their leadership and communication skills, how to deal with challenging staff while increasing motivation levels among those in the team. The programme will give participants the ability to deal with a grievance or disciplinary issue in an effective way.

### Content includes:

- The role of the manager
- Prioritising tasks
- Delegation
- Managing vs leading
- Action centred leadership
- Communicating effectively – questioning, listening
- Motivating the team
- Disciplining others
- Handling grievances effectively
- Behaving assertively and handling conflict
- Giving effective feedback

### What you said:

“I learned a lot over the 2 days, particularly learning the different methods of how to deal with disciplinary issues, grievances and providing feedback.”

Jenna Carroll, CallPageboy.

### Rates:

Member: €840 | Non-member: €945

### Delivery:

Online / Classroom / Blended

### Start Dates:

22 February 2022

05 April 2022

12 July 2022

05 September 2022

24 October 2022

30 November 2022

# Resolving Conflict Effectively

2 DAYS

The need to effectively deal with conflict as an individual and within a team is a critical skill for every manager. This course looks at different skills and techniques to enable the participant to deal with conflict effectively.

## Content includes:

- Causes of conflict, e.g. personal vs business objectives/values
- Causes of interpersonal friction in the work environment
- The effects of conflict on performance and the individual at work
- Positive aspects of conflict
- Understanding behaviour and its effects
- The manager's role in minimising and resolving conflict
- Techniques to deal with conflict
- Assertiveness skills
- Ways to create harmony at work and engender a positive atmosphere

## This programme is for:

All those who want to develop their ability to deal with conflict effectively.

## What you said:

"Excellent insight to understanding the drivers of conflict."

Ger Reynolds, Director of Operations,  
BD Enniscorthy

## Rates:

Member: €840 | Non-member: €945

## Delivery:

Online / Classroom / Blended

## Start Dates:

20 June 2022

23 November 2022

# Training Needs Analysis

1 DAY

How can we ensure that our employees are receiving the correct training? How should we prioritise training for our team/department and organisation? How can we monitor skill improvement? An effective and comprehensive Training Needs Analysis (TNA) will ensure that resources are channelled towards the right training to the right staff at the right time. The assessment of training needs is not a task solely for the HR team or L&D department. It is a skill for all People Managers, ensuring the appropriate identification, assessment and implementation of top-quality training.

## On completion of this programme, participants will be able to:

- Understand TNA principles
- Clarify their TNA objectives and the approach to suit their organisational needs
- Apply the 10 step TNA process
- Confidently apply various research methods to identify training needs
- Apply cost benefit analysis to training options
- Use Ibec's TNA Toolkit

## This programme is for:

Executives, managers and officers who are involved in the area of training and development.

## Rates:

Member: €404 | Non-member: €446

## Delivery:

Online / Classroom / Blended

## Start Dates:

22 June 2022

11 November 2022

## Peak Performance – Getting the best from your people

1 DAY

This programme is designed to assist managers with performance appraisals and the performance management process. Participants will learn the necessary skills to carry out this management function efficiently, effectively and with confidence.

### Content includes:

- Managing performance and the employee lifecycle
- Aligned performance management
- The role of managers in performance management
- Objectives and benefits of an effective performance appraisal system
- Managing the appraisal interview – preparation, structure, style
- Key communication skills in performance management
- Delivering feedback to others and dealing with challenging people
- Questions for appraisals
- Managing poor and high performers

### This programme is for:

Managers required to carry out performance appraisals and manage the performance of their teams.

### What you said:

“Excellent course. Well presented, highly interactive. Interesting, practical, fun!”

Ruth Spain, Assistant Manager,  
Arab Irish Chamber of Commerce

### Rates:

Member: €404 | Non-member: €446

### Delivery:

Online / Classroom / Blended

### Start Dates:

08 February 2022  
29 September 2022

## Getting Engaged – Leading for Engagement and Results

1 DAY

This programme focuses on giving participants the critical skills and knowledge to ensure levels of engagement are kept as high as possible within the team or throughout the organisation. Participants will go away with a range of practical tips, techniques, best practice examples and policies and procedures that really work in the area of performance management.

### Content includes:

- Research and best practice in employee engagement
- Engagement at different levels
- Your role as a leader
- Managing your thinking, mood and behaviour
- Communication and its link to performance
- Policies, practices, competencies and measurements
- Rewards and their value
- Devising your own engagement toolkit

### This programme is for:

All managers with responsibility for people management and those interested in getting the very best from their teams.

### What you said:

“The training day went very well and all the team really enjoyed it. Thanks to Ibec and to the trainer for the work that went into delivering the training.”

Alan Bennett, Head of Operations, K-Leisure Athy

### Rates:

Member: €404 | Non-member: €446

### Delivery:

Online / Classroom / Blended

### Start Dates:

24 June 2022  
21 November 2022

# Competency Based Interviewing Skills

1 DAY

Competency based interviewing is now widely accepted as the most valid and reliable candidate selection method. In this programme participants will comprehensively understand and practice the competency based interview.

## Content includes:

- The most reliable methods of selection
- Recruitment life cycle
- The fundamental principles of competency based interviewing
- What is a competency?
- Key preparation required before interview
- The best interview: “the structured conversation”
- The STAR Model
- How to ask effective questions and listen as an interviewer
- Note taking techniques
- How to score the candidate
- Role-play and feedback

## This programme is for:

Executives, managers and those who are involved in the area of recruitment and selection.

## What you said:

“I feel that any objectives I had set on arrival the morning of the training were met 100%.”

Nicola McClean,  
HR Generalist & Project Manager, Veolia

## Rates:

Member: €404 | Non-member: €446

## Delivery:

Online / Classroom / Blended

## Start Dates:

04 May 2022  
13 September 2022  
04 November 2022

# Critical Conversations

1 DAY

This programme will help you to participate and speak up in critical conversations in a confident and assertive way. The course will give you the confidence to make your case in the presence of more senior people and with challenging people. Your confidence and recognition of your strengths will be developed throughout the programme.

## Content includes:

- What are critical conversations?
- Our reactions to critical conversations
- What makes an effective conversation?
- Getting your point across
- Types of difficult people and tips for handling them
- Handling questions
- Getting yourself heard
- Saying “No”
- Role-plays – your real life situations

## This programme is for:

This programme is designed for those who want to improve how they communicate on the phone, in small or large groups, in formal or informal settings with both individuals and groups.

## What you said:

“Very informative, good group participation. Feel supported in my future conversations.”

Grainne de Burca, Educator, Oakfield Nursing Home

## Rates:

Member: €404 | Non-member: €446

## Delivery:

Online / Classroom / Blended

## Start Dates:

30 May 2022  
23 November 2022

# Coaching Skills For Line Managers

1 DAY

This course is designed to introduce managers to the principles of coaching others for effective performance and enhanced team building. Line managers will gain skills to assist with managing and developing the team. Key tools to build trust, facilitate self-awareness and draw out solutions from coaches through effective listening and great questions will be practiced and developed.

## Content includes:

- Articulate with impact
- Listen properly
- Use feedback for development
- Understand behaviour
- Identify and set development goals
- Use coaching for conflict reduction
- Use a range of practical tools based on movement and quietening the mind, allowing you to work in a more sustainable way

## This programme is for:

Managers who want to develop their skills as a coach, so that they get the best from all those in their team.

## What you said:

“I found the course to be extremely useful and practical in its delivery. This course is a must for line managers.”

Ciara Murray, Team Leader, Allianz Partners

## Rates:

Member: €404 | Non-member: €446

## Delivery:

Online / Classroom / Blended

## Start Dates:

23 February 2022

14 June 2022

20 September 2022

# Mentoring Skills

1 DAY

A mentor is an experienced person who advises you over a period of time. While Mentors have experience in their own areas of expertise, it is also important that they develop the skills to be an effective Mentor. The purpose, therefore, of this programme is to develop the skills of mentors so that they can give this advice in an appropriate and effective manner.

## Content includes:

- About mentoring
- The mentoring process
- Mentoring styles
- Mentoring skills
- Overcoming mentoring challenges
- The mentor's toolkit
- Practice and next steps

## This programme is for:

Participants who would like to develop the key skills to mentor colleagues effectively and understand the different approaches to mentoring others and know when to use them.

## Rates:

Member: €404 | Non-member: €446

## Delivery:

Online / Classroom / Blended

## Start Dates:

25 November 2022

# Managing Learning and Development

1 DAY

This programme is aimed at managers who have responsibility for managing learning and development. It focuses on developing the knowledge and skills involved in managing the training function, as well as covering recent research and trends.

## Content includes:

- Learning and development trends
- Strategic HRM and learning and development
- The role of learning and development
- Your responsibilities
- Learning versus development
- Stages in the training process
- Training needs analysis
- Talent management
- Methods and levels of evaluation
- Overcoming resistance and barriers to training

## This programme is for:

Those involved in managing the area of learning and development within the organisation, or those moving into this role.

## What you said:

“Overall I found the course covered a wide variety of topics relating to training and development. It was a great starting point and I learned a lot of useful information that I will use on a daily basis.”

Kerri Leydon, Talent Acquisition & HR Coordinator, LotusWorks

## Rates:

Member: €404 | Non-member: €446

## Delivery:

Online / Classroom / Blended

## Start Dates:

02 June 2022

21 November 2022

# Leading Remote & Hybrid Teams (for Managers)

1 DAY

Having a successful strategy to embrace change is central to the successful implementation of remote working within the culture of every organisation. The other contributing factor to the success of Remote Working is how the teams and people management meet the new working approach.

## Content includes:

- Working from home, remote working and blended/hybrid working - understanding mindsets and expectations
- Types of remote teams & team structures
- Effectiveness and motivation levels among remote working teams
- On-boarding
- Project management and time management strategies when working remotely
- Communication styles when communicating remotely
- Work satisfaction, recognition, and employee well-being

## This programme is for:

People managers, line managers, HR managers and employee relations managers

## Rates:

Member: €404 | Non-member: €446

## Start Dates:

22 March 2022

19 September 2022

## Building a Wellbeing Workplace

1 DAY

The workshop provides the tools required to create employee wellbeing programmes and the opportunity to draft a wellbeing plan

### Content includes:

- Background and evolution of workplace wellbeing
- Different models of wellbeing programmes
- Key steps and metrics for measuring success of a workplace wellbeing programme
- Understand the role of OHS in workplace wellbeing

### This programme is for:

Those with responsibility for managing wellbeing at work and come from a number of disciplines including, Health and Safety, Human Resources and existing Health and Wellbeing Teams

### What you said:

“The programme is excellent. The group sessions were very useful and the trainer was very knowledgeable.”

Karen Higgins, P&C co-ordinator, Crown Paints

### Rates:

Member: €404 | Non-member: €446

### Delivery:

Online / Classroom / Blended

### Start Dates:

14 January 2022  
11 March 2022  
09 September 2022  
09 December 2022

## Mental Health & Wellbeing for Managers

HALF DAY

This programme is highly practical and interactive in its approach with actionable takeaways that allow participants to embed the learning in a practical way. The format will encourage participants to discuss challenges or concerns they may have in this area and how to manage them. The workshop will provide the tools required to equip managers and team leaders to support the mental health and well-being of both themselves and team members.

### Content includes:

Understanding mental health and well-being:

- Definition of well-being
- Relationship between mental health & well-being and business performance
- Benefits of supporting your teams' mental health & well-being

Building positive relationships at work:

- Understanding your own state of well-being
- Recognising signs of burnout in your team and how to address
- How to manage the well-being conversation

Improving your teams' mental health & well-being:

- Managing well-being at work
- Practical ways you can support your teams' mental health & well-being

### This programme is for:

Managers and team leaders who have responsibility for managing people in any organisation in any industry

### Rates:

Member: €205 | Non-member: €226

### Start Dates:

25 May 2022  
27 October 2022

# A Practical Framework for Supporting your Remote Workforce

1 DAY

Remote Working (also known as Home Working or E-Working) has become a common working practice for many organisations. Our workshop is designed to enable participants to effectively manage Remote Working arrangements in the workplace.

## Content includes:

- Overview of the Legal Requirements (Employment Law and Occupational Health & Safety)
- Developing a Remote/Flexible Work Policy
- Managing Remote Working
- Case Studies

## This programme is for:

HR and OHS professionals, or anyone responsible for managing Remote Working arrangements.

## What you said:

“A practical, professional and reasonable look at how to manage remote working in your organisation.”

Grainne Quinn, Business Resource Manager,  
Exterior Media

## Rates:

Member: €404 | Non-member: €446

## Delivery:

Online / Classroom / Blended

## Start Dates:

06 April 2022

28 September 2022

# Ibec Academy Business, Operations & Finance Programmes



# CPD Diploma in Project Management

10 SESSIONS

**Accredited by: Technological University Dublin CPD Special Purpose Award – Level 7 on the NFQ (15 ECTS)**

The programme is aligned to recognise best-practice in the field of project management currently in use across all industries and sectors. Participants will develop the essential knowledge, skills and competencies required for successful project management. The programme is structured around real-world project management challenges and internationally recognised best practices, including, PRINCE2, the Project Management Body of Knowledge (PMBOK) and Agile Project Management. The programme also teaches students how to utilise Microsoft Project in the planning, execution and monitoring and controlling of projects.

## Content includes:

- Strategic project management
- Project management information systems
- Programme and portfolio management

## This programme is for:

Anyone involved in projects – whether as a project manager, team member, scheduler or sponsor. All will benefit from this programme. The skills and techniques taught on this programme are relevant to all sectors of business and government including professional services, engineering, technology and life sciences.

## Rates:

Member: €2205 | Non-member: €2205

## Start Dates:

01 February 2022

11 October 2022

# Developing and Implementing Strategy

1 DAY

Research shows that 9 out of 10 strategies fail, often through poor execution. This programme has been designed to give managers the tools and techniques to identify and develop strategies for their organisations and plans for deployment.

## Content includes:

- Charting the changing landscape – looking at the external environment
- A reality check – capabilities and resources
- Evaluating the options
- Developing and cascading strategy using the Balanced Scorecard
- Planning for change
- Staying on course

## This programme is for:

This programme is designed for senior managers in organisations, as well as business owners who wish to gain an understanding of how to develop and implement strategy in their organisations.

## What you said:

“The presenter was really good, very knowledgeable and kept my attention the whole day.”

Helen Burke, Manager, IDA

## Rates:

Member: €404 | Non-member: €446

## Delivery:

Online / Classroom / Blended

## Start Dates:

22 June 2022

17 October 2022

# Project Management

1 DAY

This interactive programme is designed to deliver the necessary skills to successfully manage a project from inception to completion. Participants will gain a wealth of knowledge in the essentials of project management.

## Content includes:

- Recognising the characteristics of a project
- Identifying the life cycle and phases of a project
- Taking action at each stage of a project
- Key communication and interpersonal skills
- Assertiveness and interpersonal effectiveness
- Ensuring deadlines are agreed and met
- Delivering results every time

## This programme is for:

All managers who want to develop excellent project management skills that really make a difference.

## What you said:

“The course gave me a fantastic overview of the correct structure and process for project management. The focus on communication was fantastic.”

Jennifer White, HR Recruiter, Circle K

## Rates:

Member: €404 | Non-member: €446

## Delivery:

Online / Classroom / Blended

## Start Dates:

18 May 2022

22 November 2022

# Corporate Governance

HALF DAY

This programme will equip you with the tools, frameworks and resources to re-evaluate corporate governance in your business, identify the gaps and make changes.

## Content includes:

- The context, evolution and meaning of corporate governance
- The director and the law - legal and regulatory framework
- Who are the directors? Duties and liabilities
- The board's role in corporate governance
- Boundary tensions – the different roles of directors and management
- Board structure and composition factors
- Effective boards – what do they do and what do they look like?
- Corporate governance codes – international influences
- Do's and Dont's as a director – how to protect yourself

## This programme is for:

Owners, directors and senior managers who need to understand more about the corporate governance area.

## What you said:

“Excellent course, well structured and practical. Good use of relevant examples.”

David Parr, Director, Farrans

## Rates:

Member: €473 | Non-member: €525

## Delivery:

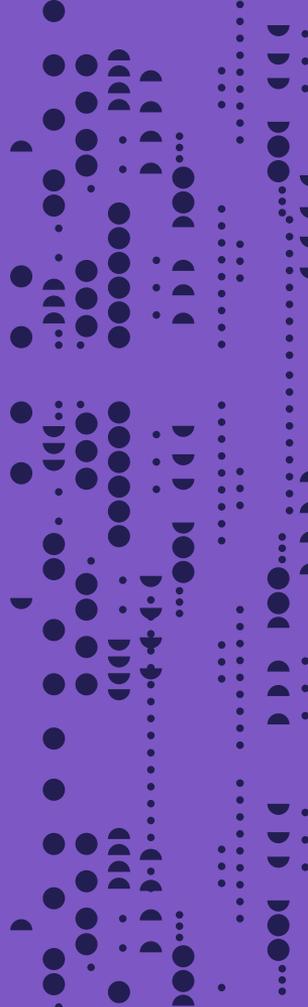
Online / Classroom / Blended

## Start Dates:

07 July 2022

20 October 2022

# Ibec Academy Personal Development Programmes



## Train the Trainer

2 DAYS

This practical programme will provide participants with the skills and techniques required to deliver effective training within their organisations. The focus is on developing an essential toolkit to make you an outstanding trainer.

### Content includes:

- Identifying where and when training is required
- Designing, planning and delivering appropriate training
- The principles of learning applied to training
- Monitoring and corrective coaching
- Using visual aids effectively
- Tips to ensuring your training is outstanding

### This programme is for:

Participants who are involved in training delivery and who want to develop their skills, style and confidence.

### What you said:

“Each part of the course content was comprehensive and applicable to my current/future role. The trainer was extremely thorough and a clear communicator making it easy to pick up on points but also made it fun to learn.”

Jason Keane, Warehouse/Cleanroom Technician, Saint Gobain Performance Plastics Irl

### Rates:

Member: €840 | Non-member: €945

### Start Dates:

16 May 2022  
01 November 2022

## Leading with Emotional Intelligence

1 DAY

Leading with Emotional Intelligence is an engaging and interactive one-day workshop in which you explore your Emotional Intelligence in order to develop and enhance your leadership effectiveness.

### Content includes:

- Introduction to Emotional Intelligence
- Why it is important - linkage to business results
- Emotional Intelligence toolkit
- Leading with attitude
- Enhancing awareness - of self/others
- Linking feelings to behaviours
- Managing with Emotional Intelligence - giving feedback
- Developing Emotional Intelligence - practical tools
- Habit change
- Action planning

### This programme is for:

Participants wishing to improve their awareness of self and others, so they can maximise their interpersonal relationships. This workshop is particularly relevant to anyone moving into or currently in a management or leadership role.

### What you said:

“The trainer presented the course in a fantastic manner. There were activities throughout the day and I have tangible takeaways.”

Shane Reid, Wellness Executive, Zevo Health

### Rates:

Member: €404 | Non-member: €446

### Delivery:

Online / Classroom / Blended

### Start Dates:

20 May 2022  
10 November 2022

# Manage Your Time Effectively

1 DAY

This programme will help you prioritise your work effectively and become more productive and efficient. You will learn to become more proactive in how you organise your time, and to take control of your life at work.

## Content includes:

- How to ensure your business goals become part of your 'to-do' list
- Develop your planning skills
- Solutions to time stealers
- Manage your professional working relationships
- How to do the right task, at the right time
- How and what to delegate
- How to say 'No'
- Take back control

## This programme is for:

All those who want to become more effective managers of their own time, ensuring priorities are identified and achieved.

## What you said:

"Very valuable programme with lots of tips and helpful advice on how to be more effective."  
Clare Ruddy, European Refreshments

## Rates:

Member: €404 | Non-member: €446

## Delivery:

Online / Classroom / Blended

## Start Dates:

24 May 2022  
07 November 2022

# Influencing Skills and Personal Impact

1 DAY

At the end of this programme participants will understand their own style when persuading/ influencing others. Key skills will be highlighted when dealing with others and handling conflict. Clear insights into your own style will also be learned throughout the course.

## Content includes:

- What is influencing?
- When should it be used?
- What are the alternatives?
- Influencing skills
- Your style and approach
- Understanding others
- Limiting beliefs
- A powerful approach
- Developing your confidence

## This programme is for:

Participants wishing to improve their influencing skills so that they can get the most out of all their interpersonal relationships at work.

## What you said:

"Excellent course! Well delivered with plenty of practical tools and methodologies."  
Joanne Bourke, QP Manager, Teva Pharmaceuticals

## Rates:

Member: €404 | Non-member: €446

## Delivery:

Online / Classroom / Blended

## Start Dates:

21 February 2022  
19 July 2022  
13 October 2022

## Powerful Presence in Virtual Communications

2 HALF DAYS

This highly interactive and learn by doing course covers the building blocks of your communication cues, self-management and on-camera confidence. The outcome will see you increase the credibility, consistency and authenticity of your remote presence to attain a powerful and dynamic presence in the two-dimensional world of virtual communication.

### Content includes:

- Optimise your virtual communication set for optimal presence
- Make a strong on-camera connection
- Release the power of your voice for gravitas, energy and engagement
- Speak in a clearer, confident more compelling manner
- Open the power of your body language
- Recover when you get knocked back
- Prepare for presentations, interviews, meetings

### This programme is for:

Participants who have the ambition to raise the power, impact and influence of their presence in virtual communication. It is of particular relevance to those who wish to move and inspire, to impact and influence, to lead and to serve others, both internally and externally.

### What you said:

"I had an amazing day. The trainer was great. He really took us out of our comfort zone and gave us all great comments and attention." Sonya Keogh

### Rates:

Member: €404 | Non-member: €446

### Delivery:

Online / Classroom / Blended

### Start Dates:

05 April 2022

05 July 2022

11 October 2022

## Effective Presentation Skills

1 DAY

This programme will enable participants to develop the confidence and competence to communicate effectively with groups. The programme provides participants with the essential skills to influence others through communication and how to make an impact with their message.

### Content includes:

- Preparation
  - Your audience – who they are and what is in it for them
  - Your messages – what do you want your audience to remember?
  - Calls for action
- Design
  - Structure
  - Storytelling technique
  - The purpose of visual aids and tips for using them effectively
- Delivery
  - Dealing with anxiety
  - Your body language and voice
  - Engaging your audience

### This programme is for:

All those who want to develop their personal skills in communication and presentation.

### What you said:

"Gets rid of some of the fear. Provides good tips and advice for personal use."

Claire Lynskey, Revenue Manager, Dalata Hotel Group

### Rates:

Member: €404 | Non-member: €446

### Delivery:

Online / Classroom / Blended

### Start Dates:

17 June 2022

04 October 2022

# Developing Virtual Selling Skills

## 1 DAY

This programme is designed to provide a comprehensive grounding in selling and through the medium of virtual communication. Participants gain the necessary practical skills to sell confidently and effectively in this new normal, and visible improvements in effective sales communication will be immediately evident.

### Content Includes

- How to optimise home or office set up for virtual presentation and selling
- How to deliver sales pitches effectively through the virtual medium
- How to engage clients and gain the trust and commitment virtually
- How to stand out from the competition with outstanding virtual presentation and selling skills

### This programme is for

Sales representatives, sales managers, business development managers, sales training teams, sales directors. Those involved in the development of annual training plans within sales organisations. Anyone who wants to radically improve the quality and effectiveness of their sales pitches and conversations in the virtual setting.

### Rates

Member: €404 | Non-member: €446

### Delivery:

Online / Classroom / Blended

### Start Dates:

08 March 2022  
11 October 2022

# Impact & Influence for Women in Business

## 2 HALF DAYS

This programme is a practical communications workshop designed to empower women in business with communications skills and techniques that can transform their performance in the workplace - allowing for them to give an impactful, authentic performance when making presentations, leading teams, engaging with stakeholders or chairing meetings.

### Content includes:

- Understand the role of the body, breath & voice in confident, effective communication
- Understand common leadership body and language traits
- Identify your personal brand
- Develop your physical presence
- Find your voice
- Understand active listening
- Set goals for the future

### This programme is for:

Professionals working at, or aspiring to reach, management level.

### Rates:

Member: €404 | Non-member: €446

### Start Dates:

13 June 2022  
14 November 2022

# Ibec Academy Employment Law Programmes



## CPD Diploma in Employment Law

12 DAYS

**Accredited by: Technological University Dublin  
CPD Special Purpose Award – Level 6 on the  
NFQ (20 ECTS)**

The main objective of this programme is to give participants an in-depth knowledge of key pieces of Employment Law, particularly focusing on how they apply in practice.

### Content includes:

- Introduction to Employment Law
- Contracts of employment
- Equality legislation
- Atypical workers
- Discipline and dismissals
- Protective leave
- Introduction to Industrial Relations
- Workplace bullying and harassment
- The Organisation of Working Time
- Redundancy / data protection
- Health and safety / stress

### This programme is for:

Participants who are looking for an in-depth knowledge and understanding of the whole area of Employment Law in practice.

### What you said:

“A well organised and structured course containing much useful information for HR professionals on the increasingly complex employment law environment.”  
Brendan Kellet, Director, LearningDay

**Rates:** Member: €3140 | Non-member: €3560

**Delivery:** Online / Classroom / Blended

### Start Dates:

09 March 2022  
12 May 2022  
20 October 2022  
30 November 2022

## CPD Certificate in Employment Law

7 DAYS

**Accredited by: Technological University Dublin  
CPD Special Purpose Award – Level 6 on the  
NFQ (10 ECTS)**

This course is designed to give participants a comprehensive understanding of the key aspects and practicalities of Employment Law. On completion of the course, participants will be able to identify potential issues within their own organisations, ensure policies and procedures are compliant and current, and answer queries from staff in this area.

### Content includes:

- Sources of Employment Law
- Discipline and dismissals
- Employment rights bodies and OHS
- Employment equality/ bullying and harassment
- Atypical workers and protective leave
- The Organisation of Working Time Act and redundancy
- Transfer of undertakings / managing work related stress
- Data protection: protected disclosure

### This programme is for:

Participants who are responsible for HR, employment legislation or managing people at work.

### What you said:

“The delivery of this course online gave me great flexibility, the trainer was very engaging and had many life experiences to share that improved the learning experience.”  
Vivienne Peason, HR Business Partner, Abbvie

**Rates:** Member: €2520 | Non-member: €2730

**Delivery:** Online / Classroom / Blended

### Start Dates:

22 February 2022  
11 October 2022

# Foundations in Employment Law

2 DAYS

This programme aims to introduce Employment Law to those who are new to the area and need a clear understanding of their obligations. This programme looks at a range of employment legislation and focuses on the areas that need to be complied with. The programme is presented in a practical manner by those who are dealing with these issues every day.

### Content includes:

- Contracts of employment/atypical workers
- Equality legislation
- Protective leave
- Working time/hours of work/holidays/restbreaks
- Grievance handling
- Discipline
- Dismissal

### This programme is for:

Participants who are new to the area of Employment Law and need a clear understanding of their obligations.

### What you said:

“A fantastic course. Very enjoyable and informative with an excellent trainer. I particularly enjoyed the case examples.”

Matthew Gough, HR Advisor, Signature Flight Support

### Rates:

Member: €840 | Non-member: €945

### Delivery:

Online / Classroom / Blended

### Start Dates:

15 February 2022  
16 May 2022  
12 July 2022  
19 September 2022  
06 December 2022

# Employment Law Update

1 DAY

This programme is designed for those who would benefit from an update on current case law and best practice in the areas of Employment Law and HR. Those attending will build their competence and confidence in these critical areas by ensuring that they have the most up to date legal and case law approaches.

### Content includes:

- Discipline and dismissals
- Fair procederes
- Employment equality
- Retirement age
- Reasonable accomodation
- Protective leave
- Atypical workers
- Data protection / GDPR
- New developments
- Case law

### This programme is for:

Managers and HR specialists whose responsibilities require them to understand Employment Law and to be up to date with case law and practice.

### What you said:

“The trainer was very welcoming, informative and encouraged participation. It was interesting to hear from other HR professionals and how they are dealing with issues/concerns.”

Aoife Power, HR Business Partner, UPMC

### Rates:

Member: €404 | Non-member: €446

### Delivery:

Online / Classroom / Blended

### Start Dates:

01 March 2022  
22 June 2022  
16 September 2022  
08 November 2022

# Running Effective Disciplinary Processes

1 DAY

This programme will give managers and HR specialists the confidence to deal effectively with problems that arise in the context of the Unfair Dismissals Acts.

## Content includes:

- The poor or incompetent performer at work
- The dishonest employee – dealing with a breach of trust
- Dealing with misconduct and gross misconduct at work
- Identifying the essential elements of a fair disciplinary procedure
- The framework of the Unfair Dismissals legislation
- Discriminatory dismissals

## This programme is for:

Managers and HR specialists who manage people at work.

## What you said:

“Great course and content, gave good advice and examples of how to manage.”

Sharron Clancy, HR Business Partner,  
DSV Road

## Rates:

Member: €404 | Non-member: €446

## Delivery:

Online / Classroom / Blended

## Start Dates:

09 February 2022  
20 May 2022  
26 September 2022  
09 November 2022

# Managing Absence

1 DAY

Absence is one of the most persistent problems affecting productivity, profitability and competitiveness. All companies must have a comprehensive and continuing absence management policy in an effort to confront the issue. However, dealing with staff who have an attendance problem can be a problematic issue which tests the skills of the line manager and the HR practitioner.

## Content includes:

Absence – Practical Considerations for Managers

- Defining and measuring absence
- Absence policies
- Tools of absence management

Managing Absence within the Law

- Dismissal on the Grounds of Incapacity
- Fair Procedures
- Equality Issues
- Medical Reports
- Short-term Absence
- Long-term absence
- Stress Related Absence
- Case Studies – at various stages above

## This programme is for:

Managers and HR specialists who wish to improve their knowledge, competencies and skills in the area of absence management. Also suitable for line managers with responsibility for managing absence within their teams.

## Rates:

Member: €404 | Non-member: €446

## Delivery:

Online / Classroom / Blended

## Start Dates:

04 April 2022  
05 July 2022

## Dignity at Work: Investigations & Dealing with Complaints

1 DAY

The objective of this programme is to look at how to deal with an issue that may arise within a company. This programme looks at dealing with the initial complaint, right through to the completion of an investigation and appeals process.

### Content includes:

- The legislation that applies to bullying and harassment
- The company policy
- The initial complaint
- The options
  - informal
  - supported informal
  - mediation
  - formal
- The rules of investigation
- The terms of reference
- Carrying out investigatory meetings
- The investigation report
- Disciplinary action

### This programme is for:

HR managers or those with responsibility within their organisations for dealing with issues of bullying and harassment.

### What you said:

“Trainer was very helpful with questions. Case studies were very helpful and the open discussion about topics”.  
David Carter, Operational Director, C&C Security Ltd.

### Rates:

Member: €404 | Non-member: €446

### Delivery:

Online / Classroom / Blended

### Start Dates:

09 March 2022  
02 September 2022

## Dignity at Work: Support Contact Person

1 DAY

This programme supplies the appropriate training required by the code of practice on prevention and resolution of bullying at work. The code states that employers should designate a trained contact person with whom employees can discuss a case of bullying before making an official complaint.

### Content includes:

- Defining bullying and harassment – the law
- Statutory agencies
- The role of the support contact person
- Conflict resolution
- Communication
- Counselling
- Policy and procedures

### This programme is for:

Participants who have been assigned the role of support person and those who manage this role at work.

### What you said:

“Very interesting course, lots to learn. I feel I am more prepared to be the designated support contact person for my organisation.”  
Ollie Croning, ABP Ireland

### Rates:

Member: €404 | Non-member: €446

### Delivery:

Online / Classroom / Blended

### Start Dates:

16 February 2022  
10 May 2022  
17 October 2022

# A-Z of Employment Law: For HR Professionals

6 HALF DAYS

This programme is designed to give HR professionals a high-level view of employment Law. It will provide an up-to-date view of employment law including new changes to legislation, new case law and new codes of practice.

## Content includes:

- Creating the employment relationship
  - Contracts
  - Employment equality and recruitment processes
- Maintaining the employment relationship
  - Employee relations and working time
  - Family friendly rights and protective leave
  - Health and safety, workplace stress, data protection, protected disclosures legislation and transfer of undertakings
- Terminating the employment relationship – discipline and dismissals

## This programme is for:

HR professionals and senior people within organisations with responsibility for the area of HR who require an up to date and current view of employment law

## Rates:

Member: €1260 | Non-member: €1365

## Start Dates:

24 June 2022

# The Right to Disconnect

HALF DAY

The primary objective of this programme is to provide managers and human resource personnel with the necessary information to implement a robust Right to Disconnect policy in their organisation. It looks at the rationale for introducing such a policy as well examining the recent WRC code of practice in this area.

## Content includes:

- Status of the code
- Purpose of the code and key aims
- What is the right to disconnect?
- Relevant legislation
- Employer and employee obligations
- Key elements of a right to connect policy
- Key action points for employers

## This programme is for:

Managers and HR personnel who have an interest in this area or those with responsibility within their organisations for dealing with issues of bullying and harassment.

## Rates:

Member: €205 | Non-member: €226

## Start Dates:

02 March 2022

13 September 2022

# Ibec Academy Industrial Relations Programmes



# CPD Diploma in Industrial Relations

12 DAYS

**Accredited by: Technological University Dublin CPD Special Purpose Award – Level 6 on the NFQ (20 ECTS)**

The main objective of this programme is to give participants a comprehensive knowledge and practical understanding of the whole area of Industrial Relations in organisations. The course is designed to ensure participants understand the new IR landscape in Ireland and how it operates, as well as developing the skills to handle grievances, negotiations and disciplinary meetings, while understanding the essential elements to include in every policy in this area.

## Content includes:

- Introduction to Industrial Relations
- Collective bargaining practice and dispute resolution
- The legal framework of Industrial Relations
- Introduction to Employment Law
- Effective negotiations skills
- Resolving conflict effectively
- Making submissions to a third party

## What you said:

“The trainers’s knowledge was second to none. The real life Labour Court session was a fantastic learning experience. Hugely interactive course that was all round very well done. I am keen to send one of my team to this course when it starts again”.  
Denise Fallon, Senior HR Manager, STERIS

**Rates:** Member: €3140 | Non-member: €3560

**Delivery:** Online / Classroom / Blended

## Start Dates:

01 April 2022  
07 October 2022

# CPD Diploma in Mediation

12 DAYS

**Accredited by: Technological University Dublin CPD Special Purpose Award Level 6 on the NFQ (20 ECTS) and accredited by the Mediators Institute of Ireland**

Participants will learn the essentials behind the strategic development, preparation and implementation of resolution processes in organisations, using a mediatory frame of reference. The programme will offer participants the opportunity to learn more about their own style, the models and practices available, and includes a skills-based component which provides an additional professional qualification in mediation.

## Content includes:

- Mediation and its use in settling arguments, disputes and conflict in work and business settings
- Developing an understanding of the process of mediation and the tasks involved in each step
- The principles involved in effective mediation
- Skills for effective conflict resolution
- Your approach to conflict
- Introducing mediation into an organisation and the structures and policies needed
- Half day filmed practical assessment

## What you said:

“The facilitated class discussions, as well as the role plays, were very effective in helping to apply the skills and knowledge gained on the course.”  
Tony McMahon, Associate Director HR & EDI, Irish Universities Association

**Rates:** Member: €3455 | Non-member: €3875

**Delivery:** Online / Classroom / Blended

## Start Dates:

07 April 2022  
18 October 2022

## Certificate in Mediation

6 DAYS

**This programme is accredited by the Mediators Institute of Ireland**

This programme introduces participants to the concept of mediation and its use in settling arguments, disputes and conflict. The process of mediation and the various tasks involved in each step and the skills for effective conflict resolution are developed throughout the course.

### Content includes:

- Why people disagree
- Mediation – what it is and what it is not
- The mediation process in detail
- Skills practice
- Communication, coaching and dealing with conflict
- The role of the mediator
- Half day filmed practical assessment

### This programme is for:

Human resource professionals, supervisors, managers, other professionals and those with an interest in learning how to deal effectively with conflict and disagreement.

### What you said:

“I found the trainer to be excellent, their delivery of the course enabled me to clearly understand certain beneficial things such as active listening, which I now place emphasis on when dealing with colleagues or home life.”

Loreto Ferguson, KT Drystock Programme Administrator, Teagasc

**Rates: Member:** €2835 | **Non-member:** €3045

**Delivery:** Online / Classroom / Blended

### Start Dates:

07 April 2022  
18 October 2022



## CPD Certificate in Managing Employee Relations

4 DAYS

**Accredited by: Technological University Dublin CPD Special Purpose Award – Level 6 on the NFQ (5 ECTS)**

This course aims to develop the key knowledge and skills required of middle level managers to deal effectively and confidently with interpersonal conflicts, bullying and harassment, grievances and disciplinary matters.

### Content includes:

- Learn how to develop a positive employee relations culture within a team or organisation
- Develop the critical skills needed to deal with grievances, disciplinary meetings and issues around bullying and harassment
- Gain an insight into critical areas of employment law and industrial relations
- Act with greater confidence and be more self aware when holding critical conversations
- Acquire key skills tools for conducting investigations effectively
- Learn how to mediate between two parties and achieve a positive outcome

### This programme is for:

Manage performance and handle grievances and disciplinary meetings with confidence  
Understand key employment legislation in this area”  
Managers who want to build the skills and knowledge to maintain and grow positive employee relations within their organisations

**Rates:** Member: €1995 | Non-member: €2205

**Delivery:** Online / Classroom / Blended

### Start Dates:

20 April 2022  
05 October 2022



# Conducting Investigations within the Workplace

2 DAYS

This programme focuses on the practices and procedures to be followed if an investigation into a grievance, disciplinary or bullying and harassment issue was needed.

## Content includes:

- Key areas requiring an investigation
- Relevant legislation
- Requirement for fair procedures
- Understanding disciplinary procedures
- Dealing with disciplinary issues
- Poor performance, absence, general misconduct
- Dealing with serious/gross misconduct
- Dealing with grievances
- Dealing with complaints of bullying and harassment

## This programme is for:

All managers wishing to improve their investigation skills and their understanding of the investigative process.

## What you said:

“I am a HR manager with 11 years experience and I found this course excellent. It gave me a lot of fine tuning and attention to detail to improve our processes.”

Aisling Morrison, HR Manager, FRS Recruitment

## Rates:

Member: €840 | Non-member: €945

## Delivery:

Online / Classroom / Blended

## Start Dates:

25 January 2022

25 April 2022

25 August 2022

03 October 2021

# Mediation Skills

2 DAYS

This programme is aimed at introducing participants to the needs, benefits and uses of mediation in the workplace. A focus of the course is on the development of practical skills which will enable participants to use mediation skills in workplace disputes and build their confidence in this area.

## Content includes:

- What is mediation?
- Types of mediation
- Core skills of a mediator
- The mediation process
- Industrial Relations and Employment Law
- Conflict resolution
- Case examples/role-play

## This programme is for:

All those interested in learning how to mediate in workplace disputes to try to ensure the best possible outcome for both the organisation and the individuals involved.

## What you said:

“This course was very well presented. It taught me a whole new way of approaching certain situations and helped develop key skills that are required to do my role.”

Claire Kelly, Human Resources,  
Creganna-Tactx Medical

## Rates:

Member: €840 | Non-member: €945

## Delivery:

Online / Classroom / Blended

## Start Dates:

23 May 2022

07 November 2022

# Trust in Care

**1 DAYS**

This programme provides participants with the necessary skills and knowledge to carry out fair and complete investigations under the HSE Trust in Care Policy. It specifically focuses on the practices and procedures to be followed if an investigation into a complaint of abuse of a patient/client by a staff member is needed.

## **Content includes:**

Procedures for Receiving a Complaint of Abuse

- How Complaints can arise
- Dealing with the Complainant
- Anonymous Complaints
- Reporting Procedures

Managing Allegations of Abuse

- Preliminary Screening of Complaints
- Protective Measures
- Principles Governing the Investigation
- Formal investigation Process – Steps
- Establishing the Terms of Reference
- Establishing the Facts
- Key Skills of the Investigator

Investigation Outcomes & Follow-up

- Complaint is Upheld
- Complaint is not Upheld
- False or Vexatious Complaints

## **What you said:**

“A solid training suitable for both HR and operational management in investigation of TIC allegations.”

Tracey O'Malley, HR Manager, Dublin Simon Community

## **Rates:**

Member: €404 | Non-member: €446

## **Delivery:**

Online / Classroom / Blended

## **Start Dates:**

04 March 2022

24 November 2022

# Ibec Academy Occupational Health & Safety Programmes



# CPD Diploma in Occupational Health and Safety

12 DAYS

**Accredited by: Technological University Dublin CPD - Level 7 on the NFQ (20 ECTS). Associate/Technical membership of IOSH**

The main objective of this programme is to give participants an in-depth knowledge of the key legislation and regulations relating to OHS at work and its' practical implementation.

### Content includes:

- OHS at work legislation and regulations
- Safety statement preparation and maintenance
- Consultation and the role of the safety representative
- Managing workplace hazards
- Risk assessment and manual handling
- Display Screen Equipment
- Electrical safety machinery safety
- First aid, physical agents, biological agents, chemical safety
- Sensitive risk groups and psychosocial hazards
- Role of Health and Safety Authority

### This programme is for:

Those with a professional interest in, or involved in the application of occupational health and safety at work. Therefore, participants are required to be working in the area of OHS or Management, or intending to move into this field.

### What you said:

"I felt there was an open forum to ask questions and get good answers to real world situations. Also there was a good mix of people with different experience in safety and work environments."

Mike Elworthy, ESH Coordinator & Process Engineer, Signode

**Rates:** Member: €3140 | Non-member: €3560

**Delivery:** Online / Classroom / Blended

### Start Dates:

21 March 2022  
01 June 2022  
22 September 2022  
07 October 2022  
01 November 2022

# CPD Certificate in Occupational Health and Safety

7 DAYS

**Accredited by: Technological University Dublin CPD - Level 6 on the NFQ (10 ECTS). Associate membership of IOSH**

The main objective of this programme is to give participants the core skills to advise managers or employees on a range of OHS issues. The programme will give participants an in-depth understanding of the key areas of OHS legislation and guidance. The course focuses particularly on applying current legislation and best practice in OHS management.

### Content includes:

- Safety and health legal system
- Role of the safety representative
- Health & safety regulations
- Identifying hazards
- Risk assessment
- Manual handling
- Display screen equipment
- Chemicals / noise / fire
- Communication skills
- Psychosocial / human factor hazards
- Role of the Health & Safety Authority
- Accident investigation
- Sources of information

### What you said:

"What I found most useful about this training was the wide range of knowledge and experience brought by not only the trainer but the students also."

Edmond Dooley, EHS Team Member, McKeeson Ireland

### Rates:

Rates: Member: €2520 | Non-member: €2730

### Delivery:

Online / Classroom / Blended

### Start Dates:

07 September 2022

## CPD Managing Safety

4 DAYS

**Accredited by: Technological University Dublin  
CPD Special Purpose Award - Level 6 on the NFO  
(5 ECTS)**

The main objective of the course is to enable managers and OHS specialists to make a more effective contribution to their organisations by becoming aware of the legislation, risks, accident investigations and communications needed to build a positive OHS culture among the workforce.

### Content includes:

- OHS and the law
- Safety management systems
- Managing safety
- Communication and consultation
- Do's and Don'ts
- Investigating accidents, risks, incidents and hazards
- Improving the safety culture
- The role of the HSA
- Emergency planning
- Audits

### This programme is for:

Anyone who wants to improve their skills and competence managing risks, implementing OHS law, investigating accidents and communicating the OHS message in their organisation.

### What you said:

"I would highly recommend this course for anyone at any level of supervision in the workplace."  
Bob Cowman, Operations Manager, Oxygen Environmental

**Rates:** Member: €1050 | Non-member: €1260

**Delivery:** Online / Classroom / Blended

### Start Dates:

16 May 2022

19 September 2022

## CPD Occupational Health & Safety Essentials for Managers

4 DAYS

**Accredited by: Technological University Dublin  
CPD Special Purpose Award - Level 6 on the NFO  
(5 ECTS)**

This programme is designed for anyone interested in developing competence in Occupational Health and Safety (OHS) management. This includes HR, Facilities or Office managers who have a lead OHS responsibility. This course is highly relevant and impactful for all those involved in OHS management within your organisation, regardless of size or risk profile.

### Content includes:

- Irish OHS law
- Codes of practice- HSA
- Responsibilities of Managers & Supervisors
- Identification of Risks & Hazards
- Emergency Planning
- Integration of HR and OHS procedures
- Covid -19
- Accident investigation and reporting stress, bullying and harassment policies
- Behavioural safety harassment
- Promoting Well Being

### Rates:

Rates: Member: €1050 | Non-member: €1260

### Delivery:

Delivery: Online / Classroom / Blended

### Start Dates:

2 March 2022

8 September 2022

# Safety Officer and Co-ordinator

3 DAYS

This course will provide newly appointed safety officers/co-ordinators or line managers with direct responsibility for the administration and co-ordination of day-to-day health and safety matters in low risk workplaces with the necessary skills and knowledge to co-ordinate and control structures for managing health and safety needs.

### Content includes:

- Safety and health legal system
- Role of the safety representative
- Health & safety regulations
- Identifying hazards
- Risk assessment
- Manual handling
- Display screen equipment
- Chemicals / noise / fire
- Communication skills
- Psychosocial / human factor hazards
- Role of the Health & Safety Authority
- Accident investigation
- Sources of information

### This programme is for:

HR/IR officers, co-ordinators or advisors with a role in OHS co-ordination. Managers or supervisors with direct OHS responsibilities or employees new to the OHS co-ordination role.

### What you said:

“The trainer was very competent and knowledgeable. It was a hugely enjoyable experience during which I gained a lot of invaluable information.”

Monika Will, Receptionist/Administrator,  
Goethe-Institut Irland

**Rates:** Member: €656 | Non-member: €840

**Delivery:** Online / Classroom / Blended

### Start Dates:

02 March 2022  
15 June 2022  
14 September 2022  
05 December 2022

# Safety Representatives

3 DAYS

This course seeks to define the roles and responsibilities of all parties within a company's health and safety system and to highlight how consultation plays a role in the vital success of any safety management system.

### Content includes:

- Health and safety legal system
- Management of health and safety at work
- Risk assessment & safety statement
- Accident prevention and management
- Role of the safety representative and competent person
- Common hazards including chemicals, manual handling, fire and D.S.E.
- Communication, consultation and the safety committees
- Role of the HSA

### This programme is for:

Newly appointed safety representatives and anyone who wishes to gain a greater understanding of their roles and responsibilities in health and safety management.

### What you said:

The trainer was very good at delivering all the information we needed. They had a great ability to throw out questions and draw out participants to answer. They never made me feel like my answers were irrelevant. Great Job!”

Sharon O'Reilly, Fulfilment Team Leader, Arvato Digital Services

**Rates:** Member: €656 | Non-member: €840

**Delivery:** Online / Classroom / Blended

### Start Dates:

19 January 2022  
07 March 2022  
01 June 2022  
05 September 2022  
16 November 2022

# Safety Awareness for Managers

1 DAY

The objective of this course is to provide an overview for managers of their role and responsibilities when integrating health and safety with operational management. The course will give participants key skills to be able to review and develop systems within their workplace.

## Content includes:

- The health and safety legal system
- Role of the employer, employees and manager in implementing health and safety at work
- Planning for health and safety
- Hazard identification
- Co-operation, competence, communication and control
- Proactive and reactive control
- Accident management
- Principles of manual handling techniques
- Presentation and delivery skills
- Communication skills

## This programme is for:

Line managers, or those with a similar responsibility for the day-to-day management of employees and operations.

## What you said:

“The trainer was very educated and motivated me to listen to every aspect of the course.”

Niamh Varszegi, Hospitality Manager,  
Fitzers Catering

**Rates:** Member: €289 | Non-member: €368

**Delivery:** Online / Classroom / Blended

## Start Dates:

20 April 2022

04 July 2022

28 November 2022

# CEOs and Directors- Responsibilities Occupational Health and Safety

HALF DAY

This course looks to help CEOs and Directors with their responsibilities in setting the strategic aims for the business where they must have an understanding of the role that safety and health performance plays in the overall running of the business as well as their responsibilities and liabilities

## Programme Overview

- A look at why manage health and safety at work?
- The liabilities of directors and officers undertakings
- Creating and Organising a positive health and safety culture
- The importance of risk assessments and safety statements
- Safety and Health monitoring and assessing performance Directors roles for safety and health
- Protecting your business's reputation and assets

## This programme is for:

CEO's, Director's and Board members whose roles and responsibilities for safety and health accept collective responsibility on their company's legal health and safety obligations.

## Rates:

Member: €473 | Non-member: €525

## Delivery:

Online / Classroom / Blended

## Start Dates:

15 June 2022

21 November 2022

## First Aid Response

3 DAYS

As part of the requirements for first aid provisions under current legislation, employers may decide that they need one or more first aiders. This course aims to provide participants with the knowledge and skills to be able to deliver essential first aid in their workplace. Successful participants will gain a PHECC certificate valid for 2 years.

### Content includes:

- Patient assessment
- Cardiac First Response (CFR)
- Adult and child CPR
- Using an Automated External Defibrillator (AED)
- Choking
- Heart attack
- Bleeding control and shock musculoskeletal injuries
- Unconsciousness
- Medical emergencies
- Asthma
- Diabetes
- Seizures
- Fainting
- Burns/ electrical injuries
- Hypothermia and hyperthermia

### Assesment:

Practical skills assessment and 20 Multiple Choice Questions (pass mark 60%).

### What you said:

“Confident to act in an emergency.”  
Niall Byrne, Lecturer, Study Group

### Rates:

Member: €368 | Non-member: €473

### Delivery:

Online / Classroom / Blended

### Start Dates:

04 October 2022

## DSE/VDU Risk Assessor

1 DAY

This programme provides participants with the knowledge and skills to carry out Display Screen Equipment (DSE) / Visual Display Unit Ergonomic Assessments within your workplace and understand the scope of the legal requirements relating to the use of DSE.

### Content includes:

- Health and Safety Legislation
- General Application Regulations 2007
- Ergonomic principals
- Workstation and workplace design and layout
- Posture and anthropometrics
- Identifying hazards of DSE/VDU work
- Assessment techniques and checklists

### This programme is for:

Those who hold a role with responsibilities for managing, supervising, leading, employees in the place of work and are charged with carrying out Display Screen Equipment ergonomic risk assessments.

### What you said:

“Overall the trainer was extremely accommodating and ensured that everyone understood the course material at all times. The course content was more than adequate and gave a broad view of DSE Assessment including adaptations in line with COVID-19 restrictions.”

Sophie Kelly, Office Operations Administrator, Version 1

### Rates:

Member rate: €289 | Non-member: €368

### Delivery:

Online / Classroom / Blended

### Start Dates:

14 February 2022

27 April 2022

12 September 2022

10 November 2022

# Risk Assessment

## 1 DAY

Risk assessments are a vital part of a comprehensive and legally compliant safety management system. Section 19 of the Safety Health and Welfare at Work Act 2005 requires every employer to identify hazards in the workplace, assess the risk from these hazards and have a written risk assessment of the risks as they apply to persons exposed to them in the workplace. This Risk Assessment course is designed to provide participants with an overview of the process of risk assessment in the management of safety health and welfare at work within their workplace. Participants will carry out sample risk assessments during the course to ensure that practical and theoretical knowledge and skills are achieved. This course will equip successful participants with the knowledge and skills required to identify hazards and carry out workplace risk assessments.

### Content includes:

- Safety, Health and Welfare at Work Act 2005
- General Application Regulations 2007
- Risk assessment process as part of the Safety Management System
- Hazard identification
- Risk Assessment methodologies
- Carrying out a Risk Assessment

### Rates:

Member rate: €289 | Non-member: €368

### Delivery:

Online / Classroom / Blended

### Start Dates:

21 June 2022

14 November 2022

# Return To Work Toolkit

## HALF DAY

This interactive half day workshop will enable participants to manage the practical implications of the return to work from an OHS and HR/employee relations perspective post Covid.

### Content includes:

- Explain the requirements of the Work Safely Protocol
- Employ the HSA checklists to develop and implement a Covid-19 response plan
- Describe workplace Covid-19 infection prevention and control measures
- Manage the HR elements such as:
  - Managing those returning from lay-off/short time working
  - Vaccinations
  - Annual leave and non-essential international travel
  - Dealing effectively with non-compliance issues
  - Anxiety and mental health issues
  - Hybrid and remote working request

### This programme is for:

HR, OHS professionals, or anyone responsible for facilities management

### Rates:

Member rate: €205 | Non-member: €226

### Start Dates:

27 May 2022

13 October 2022

# Maternity and Pregnancy update – A HR and OHS Perspective

Ibec Academy  
Programmes 2022

## HALF DAY

This programme has been developed to assist those working in HR and OHS to understand the obligations for employers and the entitlements for employees who are pregnant.

### Content includes:

- Introduction – HR and OHS
- Human resource management
- Entitlements
- Pre-maternity leave meeting
- HR issues
- Occupational health and safety

### This programme is for:

Those working in HR and OHS to understand the complexity of issues that may arise for pregnant workers.

### Rates:

Member: €205 | Non-member: €226

### Start Dates:

24 May 2022

13 December 2022

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[www.IbecAcademy.ie](http://www.IbecAcademy.ie)



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Deirdre Clarke,  
Group HR Manager,  
Portwest



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**“We are delighted with the customised programmes Ibec has designed for our Senior Leadership Development Program and our Future Leaders programs, in addition to our short programs from the standard menu which we have found invaluable in the areas of Health & Safety and HR law in particular. Our partnership with IBEC has been one of the best ‘investments in people’ we have engaged in in recent years.”**

Deirdre Clarke,  
Group HR Manager,  
Portwest



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