eHealth Training & Development

Prospectus
2024

eHealth
Training Prospectus

Putting Learning Into Action

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Welcome and Foreword

Dear Colleagues,

Training and development is a critical component of success to any organisation hence an integral and valued part of eHealth strategic agendas.
The fast-changing nature of healthcare today requires eHealth to constantly enhance our capabilities. Increasingly we are called upon to put the right data into the right hands at the right time, in the format it is needed.

To meet growing expectations, eHealth has strengthened our "digital front door" efforts, enabling patients to handle routine interactions such as scheduling an appointment, renewing a medication, finding answers to health questions, and navigating the health system itself.

Our digital health solutions and technologies play a crucial role in the difficult work of optimising processes and systems for greater efficiency, financial viability, and enhanced outcomes. With this in mind our 2024 suite of training programmes have been developed and designed to provide opportunities for upskilling while empowering eHealth staff to future-proof and adapt with the changing needs in Irelands healthcare.

Joyce Shaw
Chief of Staff

Performance Achievement

Performance Achievement (PA) helps you develop in your role and gives you the opportunity to meet with your manager to agree goals and objectives, and to discuss your learning and development needs. PA encourages ongoing engagement between you and your manager and regular informal meetings will provide you with the opportunity to get guidance and assistance in working towards objectives. To help you complete the process, resources and training materials are available in the Performance Achievement Hub on HSeLanD. Further information and links to all related PA documents are available here.

Enrolling on any of our Training courses can form part of your PA.

There is no direct cost to eHealth staff attending Prospectus training courses.

Candidates travelling a long distance:

Late arrivals can be accommodated. Please contact eHealth.Training@hse.ie in advance.

Accommodation:

Information on Travel Allowances is available here. Please contact eHealth.Training@hse.ie for details of hotels that have a HSE corporate rate.

Parking:

Parking at The Richmond is limited and offered on a first come, first-served basis. Alternatively, Smithfield Car Park is near the venue and can be booked in advance here.

Parking options near Tangent (Trinity College) are available here.

Parking at our offices in Southgate, Drogheda is available for free in the Dunnes Stores underground carpark.

Food Requirements:

We offer a light lunch on our full day courses which consists of sandwiches/wraps and tea/coffee. Please let us know in advance if you have any special dietary requirements.

COVID-19:

In line with public health guidelines, our classroom sizes may change at short notice.
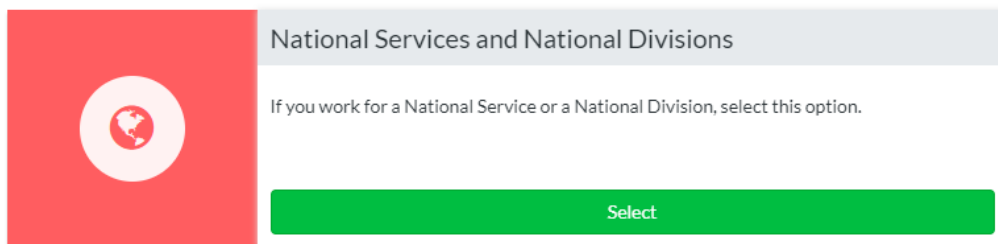

HSeLanD Registration

Health Services eLearning and Development, more commonly known as HSeLanD, is the Health Service's online learning portal with over 350 eLearning programmes, resources, assessments and planning tools to support you in your current job role and with your personal and professional development. HSeLanD supports over 120,000 health and social care staff, across multiple disciplines in Ireland. All staff must complete the following **mandatory training programmes** - 'An Introduction to Children First', 'Dignity at Work (Revised 2022)', 'Communicating Effectively Through Open Disclosure, 'The Fundamentals of GDPR', and 'Cyber Security Awareness'.

How to register on HSeLanD:
If it is your first time logging into HSeLanD, follow the Registration instructions on the front page of www.HSeLanD.ie to create your Profile using your HSE email address;

(1) Under **Organisation, Groups or Status Section A** - select *National Services & National Divisions.*
(2) Under **National Services & National Divisions** - select *Corporate.*
(3) Under **Please Select a Value** - select *eHealth and Disruptive Technologies.*
(4) Continue to populate the **Function** and the **Sector** you belong to.
(5) Continue through the registration process as directed.

HSeLanD Enrolment Process

Having discussed your training and development needs with your Line Manager, log into HSeLanD and review the courses outlined in the eHealth and Disruptive Technologies Course Catalogue.
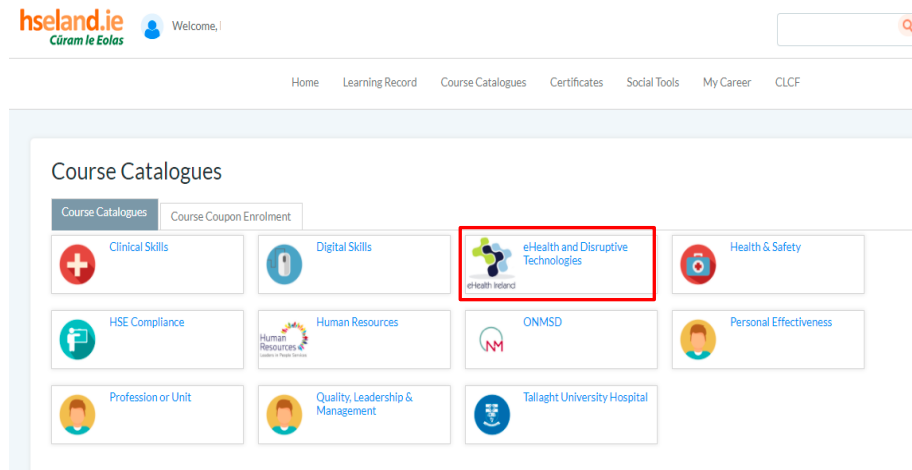
Select the course you wish to attend, choose your preferred date and click the Enrol button **[Enrol]**
Once your enrolment has been reviewed and approved, you will receive an Enrolment Confirmation email from support@hseland.ie

Approval for Attendance: Please note that your line-manager needs to be aware of any planned absences from your area. Please ensure you have line-manager approval to attend before you enrol.

Subsequently, if you can no longer attend or you would like to be transferred to an alternative session date, please email eHealth.Training@hse.ie

If you wish to find out further information on the course, session, venue, etc., or are experiencing issues with viewing or enrolling on HSeLanD, please contact eHealth.Training@hse.ie and we will be happy to assist you.

HSeLanD Training Manual

Click here to access our HSeLanD Training Manual which is designed to assist you in:

- Navigating HSeLanD
- Creating or updating your profile so you can access the eHealth training catalogue
- Find and enrol on a course
- Explore available training resources in the multidisciplinary hubs

Our manual addresses all of the common questions and issues that users have, however if your issue persists, please contact the Training and Development Team at eHealth.Training@hse.ie

Management Development Programme

As a functional or specialist transitioning from being an expert in your field into a wider general management role, it can not only be a big step; it can feel difficult, risky, as well as being rewarding. This **four-day programme** supports your transition from a specialist to a cross-functional manger providing you with the knowledge, skills and confidence to add value and to manage the service.

Learning Outcomes

- Build on and improve your change management capacity and integrate 'people and culture' into all change and project initiatives.
- Practise effective methods of resolving and managing conflict.
- Appreciate and apply HSE HR policies.
- Develop the skills to motivate staff.
- Develop your resilience and stress management skills.
- Conduct effective team meetings.
- Appreciate the dynamics of effective team working.
- How to give constructive feedback. (Supporting the Performance Achievement process).

Participants will have opportunities to work in Action Learning Sets (ALS). ALS bring together diverse peers to work through issues, share ideas and challenge perceptions in a trusting, supportive environment.

Participants will also have an opportunity to learn more about their own and others personality by exploring their preferences for decision making and communication using the Myers Briggs Personality Type Indicator (MBTI).

Targeted Groups
For managers and supervisors both newly appointed/promoted managers and less experienced managers. The programme is also targeted at staff who have been in a managerial role for some time but who have never had any formal training in this field.

Co-ordinator
Sean Toner Sean.Toner1@hse.ie

Date	Duration	Venue	Start & Finish Times	Closing Date
21/02/2024 **22/02/2024** **11/04/2024** **12/04/2024**	4 Days	Richmond Education and Event Centre, No 1 North Brunswick Street, D07 TH76	09:30am – 17:00pm	**31/01/2024**

How to Apply
Please see HSeLanD Enrolment Process on Page 5 above.
If you have any issues with enrolling on HSeLanD, please contact eHealth.Training@hse.ie

Fundamentals of Process Improvement in Health Systems – An Introduction to Lean Six Sigma

This intensive interactive **one-day programme** is delivered virtually through a combination of lectures and interactive workshops and is designed to enable participants to share their experiences while learning about the origins of Lean, Lean tools and acquire a basic understanding of Six Sigma and Lean principles with a focus on improving the patient and staff experience.

Course Objectives:

All participants will have an introduction to the tools and methods used to:

- Acquire a basic understanding of Six Sigma and Lean
- Obtain knowledge about Lean Six Sigma structures
- Understand the specific DMAIC processes: Define, Measure, Analyse, Improve and Control
- Reduce resource waste while augmenting satisfaction among customers

Certification and Course Materials

On completion of this programme, participants will be issued with a Certificate of Attendance from the Mater Lean Academy and a copy of the programme materials.

Target Group

This programme is open to all eHealth staff and is suitable for all grades. It is of relevance to those who are interested in running a healthcare continuous improvement project or change management initiative. Places on this programme are limited to 15 participants.

Co-ordinator

Amy Harmon Amy.Harmon@hse.ie

Date	Duration	Venue	Start & Finish Times	Closing Date
07/02/2024	1 Day	Virtual - via the Mater Lean Academy	09:30am – 17:00pm	**24/01/2024**
17/04/2024	1 Day	Virtual - via the Mater Lean Academy	09:30am – 17:00pm	**03/04/2024**

How to Apply

Courses are scheduled based on demand.

If you are interested in taking part, please contact the course co-ordinator.

UCD Professional Certificate in Process Improvement in Health Systems (Green Belt Programme).

eHealth staff who complete Mater Lean Academy's *Fundamentals of Process Improvement in Health Systems – An Introduction to Lean Six Sigma* are eligible to apply to the UCD Professional Certificate in Process Improvement in Health Systems (Green Belt Programme). Applications will be reviewed as part of a selection process by submitting your project idea to eHealth.Training@hse.ie. Selected individuals will then be placed on a project team or can enter their own team to apply with a particular project. The next applications open in May 2024, with intake commencing September. Further information can be viewed here: Green Belt Programme. For all Lean queries, please contact the course co-ordinator.

Introduction to Agile - The Agile Mindset

An Agile methodology is a way to manage a project by breaking it up into several phases. It involves constant collaboration with stakeholders and continuous improvement at every stage. Once the work begins, teams' cycle through a process of planning, executing, and evaluating. Continuous collaboration is vital, both with team members and project stakeholders. The goal is to deliver customer value early, consistently, and adapt to changing requirements iteratively.

Agile approaches started in software development in the 1990s and became the de facto way to deliver software and reduce risk. Many lessons from Agile software delivery can be leveraged across the business from project delivery to operational efficiencies.

This ½ day workshop aims to introduce participants to Agile Product Management with the following learning outcomes.

Learning Outcomes
Appreciation of the History of Agile.
Agile manifesto 4 Values / 12 Principles.
Mechanics of Agile: Scrum primer (roles, artefacts and ceremonies)
Product Management Principles

Introduction to some related tools and approaches:
- Kanban
- Kaizen
- Design thinking
- Behaviour Driven & Test-Driven Development (BDD & TTD)

Developing an Agile Mindset
Doing versus Being Agile

Targeted Groups
Any group looking to get an introduction to Agile approaches to product delivery or see how some of these approaches might benefit their areas.

Co-ordinator and Further Enquiries to:
Aoife Walsh Aoife.Walsh16@hse.ie

Date	Duration	Venue	Start & Finish Times	Closing Date
11/09/2024	½ Day	Richmond Education and Event Centre, No 1 North Brunswick Street, D07 TH76	09:30am – 14:00pm	**28/08/2024**

How to Apply
Please see HSeLanD Enrolment Process on Page 5 above.
If you have any issues with enrolling on HSeLanD, please contact eHealth.Training@hse.ie

Managing People Using H.R. Policies

Understanding and applying the legal framework that governs human resource development in the organisation is as important as other management skills. Factors defining this framework are presented in this **one-day programme**. The programme aims to explain the various employment statutes and their impact on the role of the line manager. Moreover, how the use of HR policies not only serves to comply with the legislative obligations but is also essential in motivating and building committed staff to deliver high-quality performance.

Learning Outcomes

How to interpret and apply the HR policies that underpins:
- Effective employee performance
- Employee Grievances
- Attendance management
- Dignity at work policy

Targeted Groups
Any staff member with direct people management responsibilities

Co-ordinator
Jessica Winters Jessica.Winters@hse.ie

Date	Duration	Venue	Start & Finish Times	Closing Date
14/05/2024	1 Day	Richmond Education and Event Centre, No 1 North Brunswick Street, D07 TH76	09:30am – 17:00pm	**30/04/2024**
09/10/2024	1 Day	eHealth, Third Floor, Southgate, Colpe Cross, Drogheda, Co Meath, A92 YK7W	09:30am – 17:00pm	**25/09/2024**

How to Apply
Please see HSeLanD Enrolment Process on Page 5 above.
If you have any issues with enrolling on HSeLanD, please contact eHealth.Training@hse.ie

Getting Ready for Retirement

Financial planning is not the only thing you need to think about when retiring. It is important to consider your entitlements, taxation and the personal impact of transitioning from work to retirement. The best way to ensure the lifestyle you want in retirement is to take ownership of it **now**.

This **one-day programme** aims to promote a holistic approach to retirement planning where financial preparation is not the only focus.

Programme Content

- Superannuation/Legacy Scheme (for those who joined the HSE *before* 1st January 2013)
- Single Public Service Pension Scheme (for those who joined the HSE *after* 1st January 2013)
- A positive approach to personal change in retirement
- Financial planning
- Personal taxation
- Social Welfare entitlements & Pensions
- The importance of Making a Will and enduring Power of Attorney

Targeted Groups
This course is available to all grades and all ages.

Co-ordinator
Janis Nolan, Janis.nolan@hse.ie

Date	Duration	Venue	Start & Finish Times	Closing Date
17/09/2024	1 Day	Richmond Education and Event Centre, No 1 North Brunswick Street, D07 TH76	09:30am – 17:00pm	**03/09/2024**

How to Apply
Please see HSeLanD Enrolment Process on Page 5 above.
If you have any issues with enrolling on HSeLanD, please contact eHealth.Training@hse.ie

Please speak to your local pension office if you require any information.

Leadership Development Programme

In order for any leadership learning experience to be effective it should provide a blended mix of structures and tools as well as enough open space and time to allow participants to reflect and introspect, both on their journey as leaders today and what their future leadership destination will be.

This **eight-day programme** aims to advance the effectiveness of seasoned managers by challenging them with new insights, high energy learning exercises using best practices and tools as well as Action Learning opportunities. **Moreover, each participant will be assigned a Mentor for the duration of the programme.**

eHealth Mentoring

Mentoring is defined as *"...off-line help by one person to another in making significant transitions in knowledge, work and or thinking"* **Office of Health Management (1999) Guidelines on Mentoring**. eHealth mentors are senior HSE retirees who have held positions such as Chief Officers, Assistant and National Directors.

In readiness for mentoring give consideration to holding discussion around career development and personal development. See link to Mentoring Guidelines.

Bar-On Emotional Quotient Inventory (EQ-I).

Emotional Intelligence is defined as "an array of non-cognitive capabilities, competencies, and skills that influence one's ability to succeed in coping with environmental demands and pressures". Participants will be provided with the opportunity to assess, understand and leverage the value of their emotional intelligence by completing and receiving feedback on the EQ-I.

Presentation to eHealth Senior Management Team.

On the final day of the programme participants will be required to make a Presentation 'pitch' to members of the Senior Management Team. The presentation pitch should centre on making a positive impact to the organisation through either the introduction of:

- An application
- Introduction of a new or a change in work process
- The adoption of a technology

Learning Outcomes

- Develop strategies for planning and leading organisational change.
- Understand the difference between being a Leader and a Manager.
- Appreciate the skills of teams working.
- Demonstrate influencing and negotiation skills.
- Analyse your Emotional Intelligence (EQi) capacity.
- Appreciate the importance of developing your resilience and stress management skills.
- Develop your storytelling andpPresentation skills.
- Describe your conflict handling mode.
- Apply the concepts, tools and principles of Agile.

Targeted Groups
Grade VII and above

Co-ordinator
Aoife Walsh, Aoife.Walsh16@hse.ie

Date	Duration	Venue	Start & Finish Times	Closing Date
12/12/2023 13/12/2023 23/01/2024 24/01/2024 27/02/2024 28/02/2024 16/04/2024 17/04/2024	8 Days	Richmond Education and Event Centre, No 1 North Brunswick Street, D07 TH76	09:30am – 17:00pm	**28/11/2023**
18/09/2024 19/09/2024 16/10/2024 17/10/2024 20/11/2024 21/11/2024 22/01/2025 23/01/2025	8 Days	Richmond Education and Event Centre, No 1 North Brunswick Street, D07 TH76	09:30am – 17:00pm	**04/09/2024**

How to Apply
Please see HSeLanD Enrolment Process on Page 5 above.
If you have any issues with enrolling on HSeLanD, please contact eHealth.Training@hse.ie

Administration Development Programme

This cross-sectoral programme has been developed for eHealth staff who work specifically as Executive Assistants, Personal Assistants and in Administrative Support role.

This **two-day programme** will provide development opportunities across several key modules.

At the end of this programme you will have a knowledge and appreciation of:

- Team working and your preferred working style.
- How you communicate effectively with service users and colleagues.
- How to make the best use of your time.
- Performance Achievement – understanding the P.A. process and how to give effective feedback.
- Participating positively in meetings and minute taking tips.
- Exploring personal resilience.
- Career Development and Interview Skills.

Targeted Groups
Administration staff

Co-ordinator
Sean Toner Sean.Toner1@hse.ie

Date	Duration	Venue	Start & Finish Times	Closing Date
30/04/2024 01/05/2024	2 Days	eHealth, Third Floor, Southgate, Colpe Cross, Drogheda, Co Meath, A92 YK7W	09:30am – 17:00pm	**22/04/2024**
25/09/2024 26/09/2024	2 Days	Richmond Education and Event Centre, No 1 North Brunswick Street, D07 TH76	09:30am – 17:00pm	**11/09/2024**

How to Apply
Please see HSeLanD Enrolment Process on Page 5 above.
If you have any issues with enrolling on HSeLanD, please contact eHealth.Training@hse.ie

Creative Problem-Solving (CPS)

Dealing with obstacles is part of professional life and overcoming them isn't always easy. This **one-day programme** provides a comprehensive understanding of Creative Problem-Solving, its key stages, underlying tools and how to deliberately apply them as a structured practice for identifying opportunities and tackling problems creatively.

Programme Content

- Creativity – What is creativity? What is innovation? What is the difference?
- Creative Problem-Solving – Participants will identify work-related challenges to practically apply to the process and gather data related to the challenge.
- Problem re-framing - Participants will continue to practically work through their challenges re-framing problems and the key data gathered.
- Ideation – First move into the solution space, idea generation starts.
- Solution development and planning - Participants will strengthen their chosen ideas and plan towards implementation.

Skills Introduced

- Flow Theory, Divergent and Convergent Thinking, Creative Thinking and Analysis
- Creative Problem-Solving, Mindmaps, 5Ws+1H
- Invitational Stems, How might we (HMW)
- Numerous Ideation techniques (Brainwriting, Scamper, Forced Connections, Word Dance, World Café etc.)
- PPCO Challenge development tool, Assistors and Resistors, Challenge action planning

On completion of this programme, you will be able to:

- Apply fundamental principles underlying CPS as a process for problem-solving.
- Apply tools and techniques for divergent and convergent thinking.
- Reflect on how to embed the CPS process within your organisation.

Targeted Groups
This course is available to all Grades.

Co-ordinator
Aoife Walsh16 Aoife.Walsh16@hse.ie

Date	Duration	Venue	Start & Finish Times	Closing Date
16/05/2024	1 Day	Tangent | Trinity's Ideas Workspace, 183-188 Pearse Street, Dublin 2	09:30am – 16:00pm	**02/05/2024**

How to Apply
Please see HSeLanD Enrolment Process on Page 5 above.
If you have any issues with enrolling on HSeLanD, please contact eHealth.Training@hse.ie

Presentation Skills - Presenting with Presence

"If You're Going to Stand Up, You Better Stand Out"

Making a presentation is your opportunity to tell your story and inspire others to action. One of the problems faced in making a presentation is the fear of public speaking (also known as glossophobia). The truth is, this fear could be impacting your professional development.

This programme is designed to help you present with presence and to overcome the fear of public speaking. This **one-day programme** is highly interactive, fast-moving and will have each person in the group on their feet, at least 3 times throughout the day. While there is an overall atmosphere of fun there is also a serious amount of learning taking place.

Learning Outcomes

- Identify and enhance your own natural style.
- Plan your presentation using a 3-step process.
- Demonstrate confidence in delivering a presentation.
- Use your body language for added impact.
- Improve vocal technique.
- Build and hold rapport with an audience.
- Present to persuade.
- Understand PowerPoint best practice.
- Practice telling a compelling story.
- Effectively facilitate a questions and answers session.
- Use simple structures to answer questions with credibility.

Targeted Groups

This highly impactful programme is for those who have to deliver presentations, contribute at meetings or who have to take part in conference calls and need to enhance their skills.

Co-ordinator

Sean Toner, Sean.Toner1@hse.ie

Date	Duration	Venue	Start & Finish Times	Closing Date
15/05/2024	1 Day	Richmond Education and Event Centre, No 1 North Brunswick Street, D07 TH76	09:30am – 17:00pm	**01/05/2024**

How to Apply

Please see HSeLanD Enrolment Process on Page 5 above.

If you have any issues with enrolling on HSeLanD, please contact eHealth.Training@hse.ie

Microsoft Excel – Intermediate

This **one-day programme** is designed for learners who have used Excel before and want to expand their knowledge, improve formatting, organise data, highlight key information and create formulas/links between sheets.

Learners will leave feeling a new confidence in their Excel expertise and ready to take on new challenges with data. During the programme, each learner will work through exercises and practice using the various Excel features covered during the course.

Learning Outcomes

• Quickly summarise multiple sheets of data into one
• Turn long lists and reports into easy to read tables
• Formulas to check whether cells pass or fail your rules
• Create links between cells so that they all update automatically
• Highlight targets, trends, duplicates and errors with Conditional Formatting
• Formatting and layout consistency by saving as a Template

Targeted Groups
This course is available to all Grades.

Co-ordinator
Amy Harmon Amy.Harmon@hse.ie

Date	Duration	Venue	Start & Finish Times	Closing Date
22/01/2024	1 Day	Virtual via DCM Learning	09:30am – 15:00pm	**08/01/2024**
26/03/2024	1 Day	Virtual via DCM Learning	09:30am – 15:00pm	**12/03/2024**

How to Apply
Courses are scheduled based on demand.
If you are interested in taking part, please contact the course co-ordinator.

Microsoft Excel – Advanced

This **one-day programme** is designed for learners who have a good grounding in Excel and has been designed to show participants how to use Excel to its full potential and improve the team's efficiency in using spreadsheets.
The course focuses on the vast array of functionality within Excel.

Learning Outcomes

- Import data into Excel, prepare it and set up pivot tables to analyse it
- Record Macros and create icons on the toolbars to run them
- Understand how to locate errors in formulas and evaluate them
- Use analysis tools to forecast figures based on a range of scenarios
- Ensure important data is highlighted by summarising large workbooks and sorting data into key elements

Targeted Groups
This course is available to all Grades.

Co-ordinator
Amy Harmon Amy.Harmon@hse.ie

How to Apply
Courses are scheduled based on demand.
If you are interested in taking part, please contact the course co-ordinator.

Microsoft Word – Intermediate

During this **one-day programme** you will learn how to create more complex documents that include tables and graphics. You will also learn how to work more efficiently by automating large tasks such as mail shots and by using features which maintain consistency between documents.

Learners should have a basic understanding of Word programme.

Course Content

- Working with Tables
- Customising Format
- Using Images in a Document – resizing/ formatting images and multimedia
- Creating Custom Graphic Elements – text boxes/ Word art/ Smart Art
- Inserting Content using Quick Parts – Building blocks and Quick parts
- Controlling Text Flow - section breaks/ columns/ text boxes
- Using Templates
- Using Mail Merge

Targeted Groups
This course is available to all Grades.

Co-ordinator
Amy Harmon Amy.Harmon@hse.ie

How to Apply
Courses are scheduled based on demand.
If you are interested in taking part, please contact the course co-ordinator.

Microsoft Word – Advanced

This **one-day programme** focuses on working with lengthy documents where consistency in both layout and content are important. It concentrates on those Word features which simplify working on longer documents or on multiple documents. It also looks at features such as macros to automate tasks.

Learners should have a good understanding of Word and be able to use intermediate functions within such as basic formatting/mail merge/tables.

Course Content

- Collaborating on Documents – modify users/ sharing documents/ comments/ merging documents
- Adding Reference Marks and Notes – captions / references/ bookmarks/hyperlinks/ bibliography
- Simplifying and Managing Long Documents – indexes/ cover pages/ table of contents/ outlines
- Securing a Document – restricting access / editing restrictions
- Forms
- Managing Document Versions
- Macros

Targeted Groups
This course is available to all Grades.

Co-ordinator
Amy Harmon Amy.Harmon@hse.ie

How to Apply
Courses are scheduled based on demand.
If you are interested in taking part, please contact the course co-ordinator.

Negotiation Skills

This **one-day programme** will help you understand the principles and best practices of the negotiation process and how to use a structured approach to build your confidence before any negotiation. It will also enable you to avoid common mistakes and achieve your goals whilst building positive relationships with the other party.

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

- Identify the principles underlying effective negotiations
- Use a five-step process for handling any negotiation
- Plan your negotiations to achieve a win:win outcome
- Manage emotions and people related issues in negotiations
- Trade concessions successfully
- Analyse your own negotiation style
- Confidently put into practice all key behavioural changes involved

Targeted Groups
This course is available to all Grades.

Co-ordinator
Tadhg Pentony Tadhg.Pentony@hse.ie

Date	Duration	Venue	Start & Finish Times	Closing Date
30/01/2024	1 Day	Richmond Education and Event Centre, No 1 North Brunswick Street, D07 TH76	09:30am – 17:00pm	**16/01/2024**
21/05/2024	1 Day	eHealth, Third Floor, Southgate, Colpe Cross, Drogheda, Co Meath, A92 YK7W	09:30am – 17:00pm	**07/05/2024**
12/06/2024	1 Day	Richmond Education and Event Centre, No 1 North Brunswick Street, D07 TH76	09:30am – 17:00pm	**29/05/2024**
05/11/2024	1 Day	eHealth, Third Floor, Southgate, Colpe Cross, Drogheda, Co Meath, A92 YK7W	09:30am – 17:00pm	**22/10/2024**

How to Apply
Please see HSeLanD Enrolment Process on Page 5 above.
If you have any issues with enrolling on HSeLanD, please contact eHealth.Training@hse.ie

Personal Effectiveness

"Efficient people do things right, effective people do the right things"

This **one-day programme** will help you to stand back and look at how you use your time and how your time is used by others. Through enhanced self-awareness participants learn how to improve your approach to planning, prioritising and scheduling. The course will also demonstrate how to acquire greater control of both your personal and work environments leading to greater effectiveness and less stress. By adopting new habits in personal organisation and time management will lead to increased productivity and satisfaction both **inside** and **outside** the work environment.

On competition of this programme you will be able to:

- Identify how your time is spent and know how to deal with time wasting activities
- Develop ways to deal with potential time-wasters such as the telephone, casual callers, interruptions etc.
- Say No! without causing offence
- Focus on exactly what is *important* and avoid being distracted by unimportant matters
- Schedule important tasks on a daily and weekly basis
- Turn time wasting meetings into productive meetings
- Put in place concrete plans to achieve your goals

Targeted Groups
This course is available to all Grades.

Co-ordinator
Tadhg Pentony Tadhg.Pentony@hse.ie

Date	Duration	Venue	Start & Finish Times	Closing Date
05/03/2024	1 Day	Richmond Education and Event Centre, No 1 North Brunswick Street, D07 TH76	09:30am – 17:00pm	**20/02/2024**
12/11/2024	1 Day	eHealth, Third Floor, Southgate, Colpe Cross, Drogheda, Co Meath, A92 YK7W	09:30am – 17:00pm	**29/10/2024**

How to Apply
Please see HSeLanD Enrolment Process on Page 5 above.
If you have any issues with enrolling on HSeLanD, please contact eHealth.Training@hse.ie

Assertiveness

This **one-day programme** will define what assertiveness really means, how it is different from aggression, and outline specific techniques that can be used to respond to challenging situations and difficult people. We will look at how to make requests assertively, say 'no' to unreasonable demands, and proactively address problems in the workplace.

Each learner will leave the course with a personal action plan identifying the key changes they need to make and the skills needed to develop an assertive mind-set and to achieve positive results through their interaction with others.

The course is designed to be interactive and involves a high level of learner participation. We welcome your input and can tailor exercises throughout the day that incorporate live examples of the challenges you/your team face in the workplace.

Programme Content

- Assertive behaviour and building confidence
- Communicating and presenting a positive image
- Handling challenging situations and people confidently
- Planning your personal strategy

Learning Outcomes

- Understand what defines assertive behaviour
- Make requests/convey their message clearly, concisely and assertively
- Say 'no' to unreasonable requests or assertively agree a solution
- Identify their own strengths and areas for development in terms of assertive behaviour at work
- Use their body language more effectively to support assertive communication
- Use self-confidence building techniques to reduce negativity and increase self esteem

Targeted Groups
This course is available to all grades.

Co-ordinator
Janis Nolan, Janis.nolan@hse.ie

Date	Duration	Venue	Start & Finish Times	Closing Date
20/03/2024	1 Day	Bective Street, Kells, Co. Meath, Ireland A82 NX32	09:30am – 15:30pm	**30/01/2024**

How to Apply
Please see HSeLanD Enrolment Process on Page 5 above.
If you have any issues with enrolling on HSeLanD, please contact eHealth.Training@hse.ie

Business Writing Skills

This **one-day programme** will help you create more effective documents to ensure they are read, understood and acted upon by their intended audience. During this course we will cover the core elements of business writing such as layout and structure, appropriate use of language, making your report visually appealing and the final check - proof reading to avoid any unnecessary mistakes and how to remove jargon, waffle or slang.

On completion of this programme you will be able to:

- Write emails and short documents that are clear and concise
- Identify and avoid the most common business writing mistakes
- Use plain English so readers can easily understand their message
- Avoid producing wordy, bureaucratic or jargon-ridden documents
- Appreciate the importance of proof-reading all written communications

Targeted Groups
This course is available to all Grades.

Co-ordinator
Tadhg Pentony Tadhg.Pentony@hse.ie

Date	Duration	Venue	Start & Finish Times	Closing Date
21/05/2024	1 Day	eHealth, Third Floor, Southgate, Colpe Cross, Drogheda, Co Meath, A92 YK7W	09:30am – 17:00pm	**07/05/2024**
10/09/2024	1 Day	Richmond Education and Event Centre, No 1 North Brunswick Street, D07 TH76	09:30am – 17:00pm	**27/08/2024**

How to Apply
Please see HSeLanD Enrolment Process on Page 5 above.
If you have any issues with enrolling on HSeLanD, please contact eHealth.Training@hse.ie

eHealth Training & Devolpment

Prospectus 2024

We are committed to a vision that offers eHealth staff diverse, high quality educational opportunities that facilitate learners to reach their full potential.

Our courses can be accessed via HSeLanD or through the eHealth Training and Development Prospectus.

For further information contact : ehealth.training@hse.ie