SPRINGBOARD

www.springboardcourses.ie

SPRINGBOARD+ RETURN TO WORK PROGRAMME

SPRINGBOARD+ AND IRISH TIMES TRAINING

COURSE OVERVIEW

The Return to Work programme is specifically designed for individuals looking to re-enter the workforce after a multi-year career break; for example, as an at-home parent or carer. This course aims to provide this cohort with the opportunity to up-skill, to boost confidence and will provide a bridge back to high-calibre work for skilled professionals.

A key focus of this course will be on participants' transferable skills including time management, communications, problem-solving, delegation, resilience and other interpersonal skills, and confidence around those skills. Participants will also consider Budget Management & Project Management as part of their core skills refresh.

The programme will take place 5 mornings per week, 9.30am - 12.30pm, over 10 weeks. Classes will be delivered live online, which will create an engaging and interactive virtual classroom experience.

MODULE OVERVIEW*

This course will include the following modules:

- Induction
- Establishing my goals, priorities & areas for action
- Working in a Digital World
- Core Skills Refresh
- Being Successful in the Workplace
- Job Search Readiness

Assessment will be by portfolio of work and skills demonstration.

Induction: Programme overview & learning outcomes.

The induction to this course will begin with getting to know one another and a review of the role and principles of personal development. This will include reflective practice and the role of a personal development plan.

*PLEASE NOTE MODULES MAY BE DELIVERED IN A DIFFERENT ORDER THAN LISTED ABOVE & SPLIT OVER MULTIPLE SESSIONS.

MODULE 1: ESTABLISHING MY GOALS, PRIORITIES AND AREAS FOR ACTION

Goal setting. Reflecting on strengths. Personal development planning. Navigating change returning to work.

1. Goal setting: Establish your career goals, your goals for the programme and set a plan of action to help you achieve these.

2. What skills do you need in your career: Identify the personal qualities and skills needed for effective participation in a chosen job or career, to include opportunities for further personal development and associated action plans. Reflect on strengths.

3. Navigating personal and professional change: Explore the impact of change and identify tools and techniques to successfully navigate professional and personal change.

4. Some practicalities of returning to work: Labour integration options, taxation, childcare, further education options.

5. Personal Development: Reflect on own personal and professional development, including goal or objective-setting, action planning, implementation, ongoing review and personal initiative.

MODULE 2: WORKING IN A DIGITAL WORLD

Changing nature of work. Role of technology. Communications. IT skills. Social media.

1. The changing of nature of work: Exploring how the world of work has evolved in recent years and how this influences different industries, professions and roles.

2. IT Applications: An overview of key IT skills needed in business today e.g. MS Office, Google Drive, and Cloud Computing.

3. Communicating in the digital work environment: Understand platforms and channels such as Instant Messaging, cloud storage, file sharing, collaboration tools like Microsoft Teams, internal social media platforms like Chatter, Yammer etc., video conferencing & conference calls etc.

4. Social Media for Business: Social media has transformed how businesses work; operationally and from a customer experience and brand perspective. Consider the impact of immediate customer feedback & the critical nature of monitoring a company's social media presence to manage reputation and customer experience.

5. Change Management: Evaluate how organisations manage change; to include information, communication and analysis of the forces behind change, motivating staff and other partners, and handling reactions.

MODULE 3: CORE SKILLS REFRESH

Cross-functional communication. Customer service. Problem-solving. Decision-making. Project management. Budget management. Time management.

1. Cross-functional Communication: Explore various communication styles and the tools needed to be a good communicator, including active listening and questioning as well as understanding how we communicate non-verbally and through body language. Develop strong written communication skills required for everything from report writing to minute taking, and develop and deliver strong presentations.

2. Customer Service: Understand the needs and expectations of your customer and identify the impact and differences between positive and negative customer service. Understand how to handle complaints and conflict in a professional manner, and understand the significance of emotions in customer interactions.

3. Problem-solving and decision making: Research the processes of problem-solving and decision-making. This will include exploring different approaches and strategies to handle difficult problems, how to form contingency plans and the methods of implementing and evaluating a solution.

MODULE 3: CORE SKILLS REFRESH (CONT')

4. Time Management: Assess the role and practice of time management. Content will include aids and strategies for good time management, the impact of poor time management and our own personal time management behaviour.

5. Budget Management: Link goals or objectives to available budgets and financial plans, to include periodic reviews and adaptation of resources to plans.

6. Project Management: Overview of project management and how the principles can be applied to your career.

MODULE 4: BEING SUCCESSFUL IN THE WORKPLACE

Planning & goal-setting at work. Teamwork. Delegation. Power of Influence. Managing Conflict. Resilience.

1. Effective Planning and Goal Setting: Analyse the uses of goals or objectives, the role of planning and prioritization, and a range of tools and strategies to assist with achieving personal, civic or vocational goals or objectives. You will also explore the role of review and evaluation against your set goals.

2. Teamwork and working with others: Explore the characteristics of high performing teams and learn about solid team values, including giving and receiving feedback and the importance of collaboration.

3. Effective Delegation: The role of delegation; delegate tasks to others, to include appropriate planning, identification of skills and strengths in others, and the review and management of any issues arising.

4. Gaining and Retaining Influence: Examine what makes an effective influencer and explore various influencing styles and tools. Recognise resistance and how to overcome same.

5. Managing Conflict: Determine strategies to resolve personal or interpersonal conflict. Develop an understanding of different personalities and how they react to conflict, common causes of conflict and the role of assertiveness and cooperation in conflict resolution.

6. Stress Management & Resilience: Use strategies to recognise and cope with stress, setbacks and workplace pressure. Develop a plan for the steps of building resilience.

MODULE 5: JOB SEARCH READINESS

Searching. Building a professional network. Presentation skills. CV & LinkedIn. Interview Skills.

1. Job Search Strategy: Building an overall job search strategy to achieve your career goals.

2. Growing your professional network: Consider the importance of having a strong professional network and understand how to build and maintain your network.

3. Building your personal brand: Defining your personal brand, injecting your personality and developing an action plan to increase visibility. Building a profile on LinkedIn and ensuring your that CV and LinkedIn profiles are aligned.

4. CV preparation: Preparing your CV to begin your job search, including practical tips on how what to include and how to structure your CV. feedback and review.

5. Presentation Skills: Learn to prepare, structure and deliver effective presentations for your job search and beyond that into the world of work.

6. Insight Days: Attend a suite of guest speaker slots from industry and professional networks in order to gain insight into different roles and types of businesses.

7. Interview Clinics: Benefit from one to one coaching on interview skills and techniques which will include videoing to analyse your interview performance and feedback on how to present your best self.

# VIRTUAL LEARNING WITH IRISH TIMES TRAINING
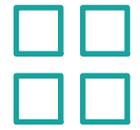
HOW DOES IT WORK?

You may be coming to virtual learning for the first time, and feel nervous or worried that it might be unfamiliar and difficult. Well you can relax! So long as you have a computer and are able to connect to the internet, ideally with a webcam (although this is not essential) then you're all set!

The programme delivery will be through live lectures with supported learning through Zoom. It's all very easy, accessible and fun – so do come in and join us as we embrace this modern and innovative way of working together.

Key Features of virtual learning:

- Specifically tailored to maximise your learning experience
- Delivered as a live class by experienced lecturers and trainers
- Engage live with the tutor and your online classmates
- Guided presentation shared by the tutor on screen
- Access to notes and materials after the virtual sessions
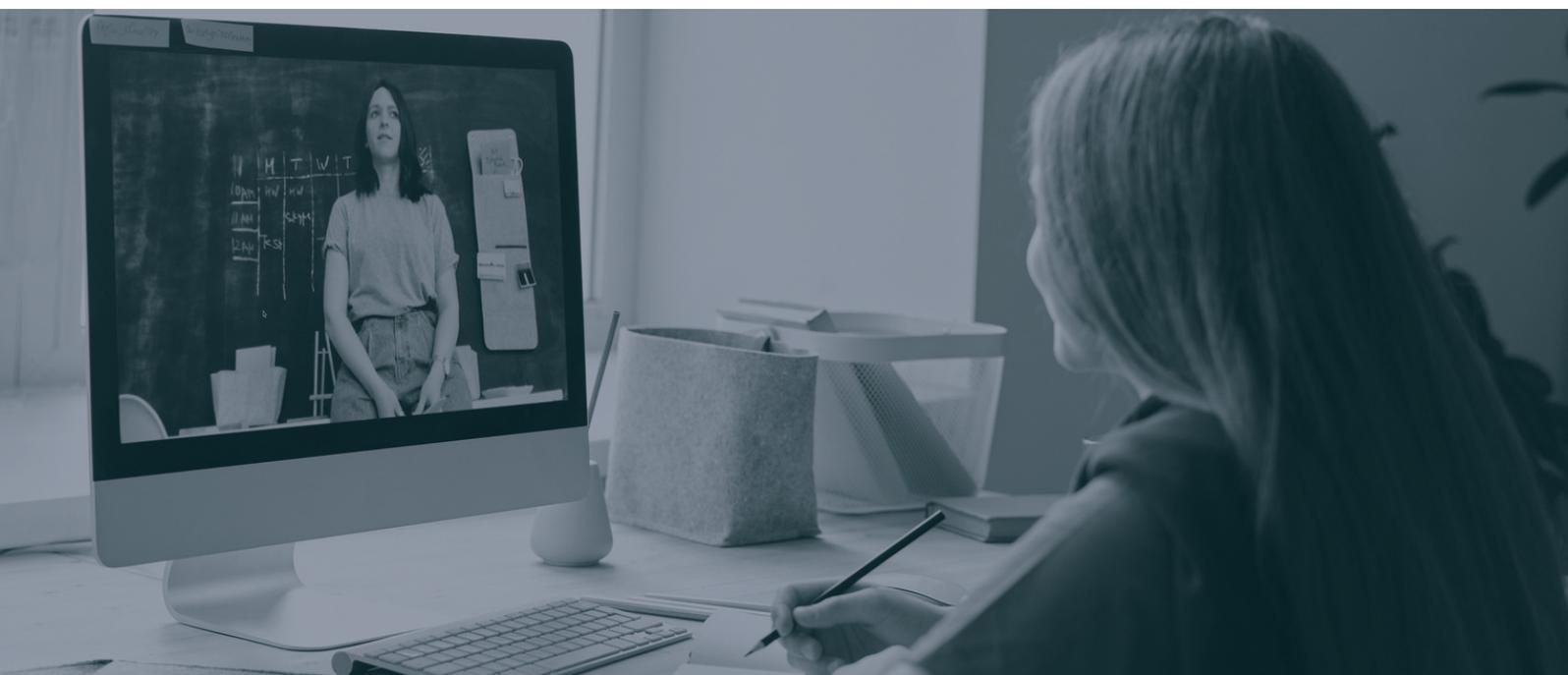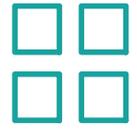
'RETURNERS'

PEOPLE IN EMPLOYMENT

WHO IS ELIGIBLE?

If you are in any of these categories you **may** be eligible to apply for this free Springboard+ course - for more information on each of the categories and further information on eligibility click **here**.

UNEMPLOYED OR FORMERLY SELF-EMPLOYED

COURSE ENTRY REQUIREMENTS

In addition to meeting the Springboard+ eligibility requirements, for admission consideration applicants must also satisfy Irish Times Training's entry criteria (below) and be available to attend live online classes 5 mornings per week for 10 weeks, as specified.

Applicants must hold a minimum Level 5 award.
(or)
Applicants without a Level 5 award will be considered on the basis of approved prior experience and learning (APEL).

In addition to the above all applicants should have basic computer skills.

All participants may be required to submit a letter / statement signed by a Commissioner for Oaths confirming their recent employment history.

The Springboard+ upskilling initiative in higher education offers free courses at certificate, degree and masters level leading to qualifications in areas where there are employment opportunities in the economy.

Springboard+ is co-funded by the Irish government and the European Social Fund as part of the ESF programme for employability, inclusion and learning 2014-2020.

From September 2021, Springboard+ offers over 11,000 new places across 321 courses leading to awards at certificate, degree and post-graduate level. The majority of courses are part-time for a maximum of 12 months and are open to all eligible applicants regardless of their employment status.

Irish Times Training is delivering the following courses in 2021-22:

- Postgraduate Certificate in Global Capital Markets (in partnership with Ulster University)
- Return to Work (leading to a QQI Minor Award in Personal & Professional Development)

ABOUT IRISH TIMES TRAINING

Irish Times Training (ITT) has been in the professional development and education business for over 40 years. As a subsidiary of The Irish Times, we work with a broad range of people and organisations to deliver the highest quality Business, Management, Digital Marketing, Personal Development & Executive Education programmes.

Our objective is to ensure that you leave with the knowledge, skills and confidence to progress your career and have a solid foundation on which to build and continue to grow your potential. Your studies will be thought provoking, challenging, interesting and exciting. We are committed to supporting you in an active and immersive learning environment that encourages you to implement what you learn in the real world and to engage with both expert trainers and other students.

ITT formed a strategic alliance with Ulster University in 2000 to deliver Executive Education programmes.

Ulster University

This partnership has since grown to include Springboard+ courses which are designed & delivered in collaboration with and accredited by Ulster University.

IRISH TIMES TRAINING

TRUSTED, CURRENT, EXPERT

ANY QUESTIONS?

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