



Ibec Academy We know Business

Applied, Accredited,
Impactful, Learning
Programmes
2023

“Ibec Academy worked with us to develop a Strategic Thinking Masterclasses for our People Leaders. Not only was Ibec Academy an expert on the subject matter, the delivery style was right on the nose for our organisation, and invited and encouraged involvement and challenge. We found the programme engaging, insightful and practical.”

Margaret Keating
Senior HR Business Partner
ESB

Ibec Academy Programmes 2023

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.

Recruiting, on boarding and developing new employees is expensive. However, when companies offer their people a culture of continuous learning, it helps them to feel more driven and motivated in their roles, which leads to higher retention rates, increased morale and ultimately peak performance. So, developing a thinking and learning culture needs to become a core element of every business strategy, as the world of work continues to change at a rapid pace.

Ibec's 2022 Learning and Development survey highlighted management skills as the number one priority, with leadership skills at a close second, and managing performance and employee engagement ranked third and fourth.

At the Ibec Academy we have evolved our programme offering for 2023 to address those trends that are now shaping the future of work and the top management topics and challenges in areas such as diversity and inclusion, managing change, remote and hybrid work, leadership and managing people, environmental, social & governance (ESG), strategy, innovation and employee wellbeing. We offer 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.

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



Jenny Hayes
Head of Ibec Academy
T: 01 605 1613
E. jenny.hayes@ibec.ie

Management/Leadership Development Programmes 17

Accredited programmes	18
CPD Diploma in Coaching	18
CPD Diploma in Strategic Innovation	20
CPD Diploma in Leadership	22
CPD Diploma in Management	24
CPD Diploma in Human Resource Management	26
EMCC Practitioner level EQA Coaching Accreditation	28
CPD Certificate in Managing People	28
CPD Certificate in Managing People Skills	29
CPD Certificate in Managing Diversity and Inclusion	29

Short programmes	30
How to be a Dynamic Female Leader	30
Foundations in Management	30
Resolving Conflict Effectively	31
Training Needs Analysis	31
Peak Performance – Getting the best from your people	32
Competency Based Interviewing Skills	32
Critical Conversations	33
Coaching Skills For Line Managers	33
Mentoring Skills	34
Managing Learning and Development	34
Building a Wellbeing Workplace	35
Building a Health and Wellbeing Programme to Ignite Performance	35
Mental Health & Wellbeing for Managers	36
Mental Health & Wellbeing for Staff	36

Business, Operations & Finance Programmes 37

Accredited programmes	38
CPD Diploma in Project Management	38
CPD Certificate in Corporate Sustainability ESG	40
Short programmes	40
Foundations in Sustainability and ESG for business	40
Developing and Implementing Strategy	41
Project Management	41
Corporate Governance	42

Personal Development Programmes 44

Short programmes	44
Train the Trainer	44
Leading with Emotional Intelligence	44
Manage Your Time Effectively	45
Influencing Skills and Personal Impact	45
Powerful Presence in Virtual Communications	46
Effective Presentation Skills	46

Employment Law Programmes 47

Accredited programmes 48

CPD Diploma in Employment Law	48
CPD Certificate in Employment Law	50

Short programmes 50

A-Z of Employment Law: For HR Professionals	50
Foundations in Employment Law	51
Employment Law for People Managers	51
Employment Law Update	52
Running Effective Disciplinary Processes	52
Managing Absence	53
Dignity at Work: Investigations and Dealing with Complaints	53
Dignity at Work: Support Contact Person	54

Occupational Health & Safety Programmes 63

Development programmes 64

CPD Diploma in Occupational Health & Safety	64
CPD Certificate in Occupational Health & Safety	66
CPD Managing Safety	66
Safety Officer and Co-ordinator	67
Safety Representatives	67
Safety Awareness for Managers	68

Workshop Themes 68

First Aid Response	68
DSE/VDU Risk Assessor	69
Risk Assessment	69
Maternity and Pregnancy update – A HR and OHS Perspective	70

Employee/Industrial Relations Programmes 55

Accredited programmes 56

CPD Diploma in Industrial Relations	56
CPD Diploma in Mediation	58
Certificate in Mediation	60
CPD Certificate in Managing Employee Relations	60

Short programmes 61

Conducting Investigations within the Workplace	61
Mediation Skills	61
Whistleblowing - Preparing for Change	62

Workplace Wellness Accreditation 71

Our credentials 2021-2022

Ibec Academy
Programmes 2023

About Us

35

Over 35 years
developing managers

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

70

70 highly qualified
facilitators

9.3

NPS score as of 2022, with
excellent customer satisfaction
and repeat business

Our Accreditations

16

16 years of
ISO accreditation



Many of our programmes are
accredited by Technological
University Dublin, EMCC, MII,
IOSH, PHECC and are on
the National Framework of
Qualifications

T
DUBLIN
TECHNOLOGICAL
UNIVERSITY DUBLIN

Our credentials 2021-2022

Ibec Academy
Programmes 2023

Our Graduates

5,300

Over 5,300 managers
developed



1,100

1100 graduates from
accredited programmes

Our Programmes

322

322 customised
programmes

92

92 accredited
programmes

163

163 open
programmes



Talk to us about a customised programme

Ibec Academy
Programmes 2023

Areas of expertise

**Management/
Leadership
Development**



**Business,
Operations
& Finance**



**Employee/
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
Head of Ibec Academy
T: 01 605 1613
E: jenny.hayes@ibec.ie

Neil Butler
Ibec Academy
T: 01 605 1705
E: neil.butler@ibec.ie

Customised programmes

Beacon Hospital, Dublin

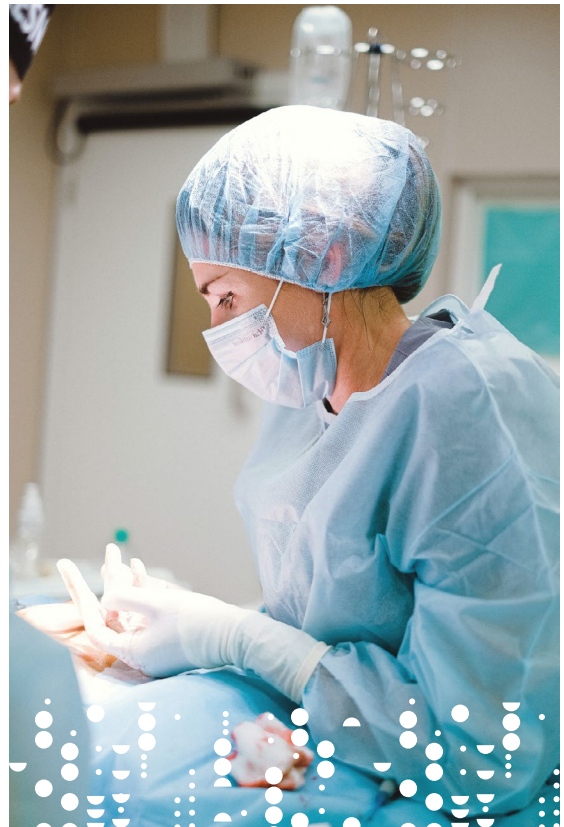
Ibec Academy
Programmes 2023

“Working with Ibec Academy is efficient and easy. The course administration is well run, and the quality of programme delivery is consistently high. In Beacon Hospital our values include collegiality, communication and excellence. Whilst patient care is at the centre of everything we do, we are only as good as the people that deliver the care to our patients.”

“Working with Ibec Academy we have developed a suite of development programmes that emphasise the importance of the Hospital’s goals and deliver real tangible results for both our managers and our staff.

Ibec Academy is a trusted partner in people development with Beacon Hospital. We plan to continue to run programmes and adapt these to our ever-changing environment. A focus for this year will be to enhance our diversity and inclusion learning in the hospital where we currently have 50 nationalities! This is closely aligned with our key value of dignity for all of our employees and patients.”

Natasha Tobin,
HR Operations Manager
Beacon Hospital, Dublin



Customised programmes

Glennon Brothers, Longford

“Glennon Brothers experience of Ibec Academy from a HR/company and participant perspective has been extremely positive. The customised programmes are addressing our L&D requirements from a talent management and succession planning perspective. We look forward to continuing this strategically important relationship with Ibec Academy.”

“Glennon Brothers has partnered with the Ibec Academy in the delivery of our L&D strategy. Ibec Academy were chosen for their experience designing and delivering accredited Management Development Programmes and their broader business expertise and reputation in the market. They took time to collaborate with us on our requirements and the proposed content was comprehensive and strong.

This collaboration has allowed our business to design programmes that match the needs of the business and can easily transfer the learning objectives of such programmes into tangible job- and work-related knowledge and skills requirements. Within the last 18 months, we have continuously invested in programmes such as “Managing People Skills” as part of our Advanced Management Development; “Sales Management Programme” as part of our Sales Leadership journey and “Diploma in Coaching” to advance the coaching culture within the organisation.”

Philip Ducie,
Group Head of Human Resources,
Glennon Brothers, Longford



GLENNON 
BROTHERS

Customised programmes

Portwest, Westport

Ibec Academy
Programmes 2023

“Working with Ibec Academy has transformed leadership development in Portwest. The leadership programmes have been the greatest investment in people in recent years.”

Deirdre Clarke,
Group Human
Resources Manager,
Portwest



“Robust planning and collaboration with Ibec Academy has aligned leaders across the organisation to our culture and shared purpose, embedding learning and leadership styles and developing leaders to perform at their peak.

“The learning objectives for the leadership programmes is to develop our leaders to perform at their peak, as ‘business as usual.’ A leadership practice is now embedded across the organisation. It has been one of the best investments in people we have engaged in recent years.”

“To identify potential successors for leadership roles and to navigate rapid company growth, the Line Manager and Future Leader programmes will run annually in HQ and are a key feature of Portwest’s Learning & Development Programme.

Currently, the Line Manager programme is also being introduced to the leadership team in our Sales Office and Warehouse in the United States. Ibec Academy Future plans Following the evaluation of the 2021-2022 programmes, Line Managers and Future Leaders have been offered the opportunity to undertake 1:1 coaching with Ibec Academy and this will be part of the programmes moving forward. From 2022, the group training sessions will include blended delivery, with both in-person and virtual sessions.

Feedback from participants will continue to shape the programmes. Our staff will also continue to attend short courses and seminars offered by Ibec Academy, in areas such as employment law, train the trainer and personal development skills. Portwest has worked with Ibec Academy for many years and our relationship will continue to grow long into the future.”



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 coaching needs

Jenny Hayes
Head of Ibec Academy
T: 01 605 1613
E: jenny.hayes@ibec.ie

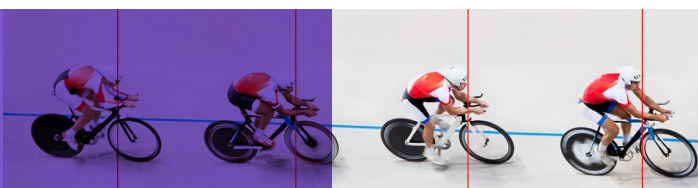
Neil Butler
Senior Executive
Ibec Academy
T: 01 605 1705
E: neil.butler@ibec.ie

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 the team.

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 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
Programmes 2023



Ibec Academy Management/ Leadership Development Programmes



CPD Diploma in Coaching

Develop your skills as a business coach and learn how to apply a range of practical coaching and management skills in the workplace. Today's managers need to be able to give support and guidance to their teams, so they get the best from the people they lead.

**Level: CPD Level 8 NFQ
(20 ECTS)**

**Accredited by Technological
University Dublin**

This interactive course will give you the skills and confidence to develop your own style and approach as a coach.

This accredited programme with TU Dublin is delivered over a series of 12 full day sessions, spread over 6 months to fit in with a full-time work schedule.

80% of people who receive coaching report increased self-confidence, with over 70% benefitting from improved work performance, relationships, and more effective communication skills.

- Delivered by subject industry experts with over 20 years of combined experience in business coaching and people management
- Real case studies and current best practice examples shared throughout the programme
- Three 1:1 personal coaching sessions with a professional coach
- Practical application of knowledge during your programme as participants will also be required to coach 4 people x 5 hour sessions
- On completion participants can apply to be accredited at Practitioner Level by the EMCC
- Over 80 cpd Diploma in Coaching students are part of this growing alumni from a range of industries
- Individual insights are gained through the personality profiling and management style feedback used on the programme, the Thomas International profiling tool
- Can be customised to a team in house

Programme Outcomes:

On completion of this programme, participants will be able to

- Describe the underlying models governing effective business coaching, their application and role in the workplace

- Explain the differing styles of coaching and personality types and use the learnings to plan an approach to your role and team
- Conduct a coaching session with increased confidence and skill in a safe environment
- Gain an integrated theoretical and practical perspective on management and coaching
- Learn and understand the steps involved in ensuring all business coaching interventions are ethical and suited to the individual client

Approach

The use of practical exercises will ensure a high degree of participation and self-learning, applied in a real way. A flexible approach will be used throughout, and priority will be given to the interests and learning of the group.

Submissions

To achieve accreditation, this course is assessed by exam and assignment submissions as follows:

- Two closed book exams - 40%
- Project based on 20 hours of coaching sessions (3,500 - 5,000 words) - 30%
- Learning journal and class participation - 30%
- 70% attendance required

Who Should Attend?

This CPD Diploma in Coaching is designed to meet the needs of all levels of management, developing your knowledge, skills and confidence as a coach. Those attending should currently occupy managerial roles or expect to move into managerial positions where they are responsible for coaching others.

Programme Schedule:

Module 1. Coaching and Management Models and Theories

Module 2. Coaching Skills and the Psychology of Behaviour

Module 3. Self-Awareness, Understanding Others and Personality Profiling

Module 4. The Change Process, Organisational Behaviour and Performance management



Programme Director

Paddy Ryan

Paddy is an experienced qualified executive and business coach with Ibec Academy for 25 years. He has spent most of his career as a senior HR director in Irish, American and Global businesses both in Ireland and Europe.

As an executive and business coach, he works with individuals and teams to plan and execute on change and development, getting the best results by working on the executive's ownership of ideas.

Testimonial

"I found this CPD Diploma in Coaching programme at Ibec so interesting and applicable to my job. It has given me the edge on my career development.

Marie Kent
Financial Planning Advisor, AIB

Rates:

Member: €3455 | Non-member: €3875

Delivery:

Online / Classroom / Blended

Start Dates:

24 April 2023
02 October 2023



CPD Diploma in Strategic Innovation

Ibec Academy and TU Dublin, in collaboration with industry leaders, have designed the CPD Diploma in Strategic Innovation to nurture and develop your innovation capability to ensure long-term business success.

**Level: CPD Level 8 NFQ
(20 ECTS)**

**Accredited by Technological
University Dublin**

Strategic innovation is a core skillset and business competency, crucial for your career and business.

This accredited programme with TU Dublin is delivered over a series of 12 full day sessions, spread over 7 months to fit in with a full-time work schedule.

- Delivered by subject industry experts with over 20 years of combined experience in business and people management
- Develop a clear plan to take meaningful action to further develop your innovation capacities and be provided with a toolkit for immediate action

- Real case studies and current best practice examples shared throughout the programme
- Course structure is designed to allow time for the application of the learning and the opportunities to bring real issues to the class for discussion
- Can be customised to a team in house

Programme Outcomes:

On completion of this programme, participants will:

- Critically analyse the core principles of effective strategy and innovation
- Evaluate your organisation's approaches to strategy and innovation, evaluate these with some fresh thinking and apply the learning
- Evaluate the key approaches to analysing, evaluating and adopting appropriate strategies to capitalise on organisational strengths and overcome weaknesses
- Apply systematic approaches to problem solving and decision making and understand the benefit to your business goals and strategic direction
- Evaluate the effectiveness of key approaches to creative problem solving, decision making and innovation. Use this applied learning to bring an innovative culture to your business

Approach

This programme is delivered over 12 full day sessions spread over 7 months to fit in with a full-time work schedule. There are a number of activities and case studies used throughout the programme which ensures that all of the learning is applied in a real way. The programme leader encourages group discussion and involvement throughout each session

Students get access to the new Ibec Academy portal for all material and course schedule.

Assessment & Accreditation

To achieve CPD Level 8 NFQ accreditation by TU Dublin, this course is assessed by exam and assignment submissions as follows:

- Closed book exam 40%
- Project on a company specific innovation project. (4,500 words) 40%
- Learning journal and class participation 20%
- 70% attendance is required

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.

Suitable for senior executive teams, management or marketing roles, or to anyone who is challenged to bring innovation to their role.

Programme Schedule:

Module 1. Developing a strategic outlook

Module 2. Understanding innovation

Module 3. The innovative organisation

Module 4. How leadership, teams and people contribute to innovation

Module 5. Taking a strategic view of innovation



Programme Director

Laurence Knell

Laurence Knell is an Ibec Academy trainer skilled in designing and facilitating training and development courses. Laurence is an Adjunct Teaching Fellow at Trinity Business and an Associate Lecturer on the Open University Business School's MBA programme

Laurence has worked internationally with leaders and executives in a wide-range of sectors including technology, transportation, finance, pharmaceutical, FMCG and agri-business

Testimonial

"The cpd Diploma in Strategic Innovation is a brilliantly designed and thought-out course. It has given me the tools that I need to build an effective strategy in innovation. Each day of the course was enjoyable, educational and was delivered by an excellent educator.

I would encourage anyone who is interested in this subject to participate in this course, as you will not regret it."

Diarmuid O'Driscoll
NPI Engineer
Lufthansa Technik Turbine Shannon

Rates:

Member: €3455 | Non-member: €3875

Delivery:

Online / Classroom / Blended

Start Dates:

03 May 2023

27 October 2023

CPD Diploma in Leadership

This course will develop core and new skills in leadership to ensure you become an effective leader in your organisation. Advance your understanding of the different styles of leadership as well as determining your own unique style and strengths as a leader as a core element of this programme.

**Level: CPD Level 8 NFQ
(20 ECTS)**

**Accredited by Technological
University Dublin**

This accredited programme with TU Dublin is delivered over a series of 12 full day sessions, spread over 7 months to fit in with a full-time work schedule.

- Delivered by subject industry experts with over 40 years of combined experience in business and people management
- Real case studies and current best practice examples shared throughout the programme
- Over 100 Diploma in Leadership graduates are part of this growing alumni from a range of industries
- Individual insights are gained through the personality profiling and management style feedback with the Thomas International profiling tool
- Can be customised to a team in house

Programme Outcomes:

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

- Identify personal strengths and weaknesses as a leader, develop self-awareness and your own action plan towards your leadership goals
- Strengthen your understanding of the different styles of leadership and how to identify the most successful approach to adopt in a range of situations
- Achieve a real understanding of strategic planning in action, learning how to implement this in your own area, to make a real impact
- Understand personality and how it affects leadership behaviour and culture in organisations, building on your own style and strengths as a leader through the Thomas International leadership style profiling tool
- Improve your leadership potential with skills in the areas of strategic thinking, driving performance, empathetic leadership, powerful communications and strong decision making

Approach

There are a number of activities and case studies used throughout the programme which ensures that all of the learning is applied in a real way. Best practice examples in all areas will be highlighted and discussed during the programme, giving participants plenty of opportunities to build on the elements of these that could be applied in their own organisations.

Students get access to the new Ibec Academy portal for all material and their course schedule.

Submissions

To achieve accreditation this course is assessed by exam and assignment submissions. Individual assessments are an integral part of the programme and count towards end of year results as follows:

- Closed book exam - 35%
- Project (3,500-5,000 words) - 35%
- Learning journal and class participation - 30%
- 70% attendance is required

This programme is for

Those in current management roles who aspire to grow their career in leadership or incorporate leadership principles into their area of expertise, as well as leaders with a number of years' experience, who would like to gain an accredited award.

Programme Schedule:

Module 1. Self Awareness

Module 2. Leadership

Module 3. Interpersonal Skills

Module 4. Strategy and the Environment

Module 5. Planning



Programme Director

Olive Fives

Olive is an experienced, innovative and successful organisational development consultant in Ibec Academy with experience in a wide variety of public, private and third sector organisations in Ireland, Europe, Africa and India. Her industry experience ranges from food manufacturing to retail and NGO sectors.

Orla Sherlock

Orla is a senior learning and development specialist and executive coach with Ibec Academy with over 28 years' experience. She has expertise in working with managers at all levels helping them develop their leadership skills.

Testimonial

"The experience of engaging with Ibec for our customised Diploma in Leadership programme has been excellent from the consultative meetings with Ibec on our training needs and strategic goals, to the course customisation, excellent teaching and facilitation provided."

Grace Dunne
Human Resource Manager
Geodis

Rates:

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

Delivery:

Online / Classroom / Blended

Start Dates:

23 May 2023
27 September 2023

CPD Diploma in Management

This course will develop your core skills in the management of others, learn more about your own management style, how best to lead and motivate others, and best practice in this area, with our industry experts.

**Level: CPD Level 6 NFQ
(20 ECTS)**

**Accredited by Technological
University Dublin**

Investing in the development of your people in the workplace is fundamental to achieving business growth. A people-centric approach puts you in the strongest position to out compete those around you and develop valuable employee engagement for your business.

This accredited programme with TU Dublin is delivered over a series of 12 full day sessions, spread over 7 months to fit in with a full-time work schedule.

- Delivered by subject industry experts with over 40 years of combined experience in business and people management
- Real case studies and current best practice examples shared throughout the programme
- Over 300 Management Diploma in management graduates are part of this growing alumni from a range of industries
- Individual insights are gained through the personality profiling and management style feedback with the Thomas International profiling tool
- Can be customised to a team in house

Programme Outcomes:

On completion of this programme, participants will:

- Develop an awareness of the human factors in the business environment and how individual differences (eg. attitude , behaviour and personality) impact on organisational performance
- Enhance an awareness and understanding of style of leadership / management and how these impacts on others
- Adapt an integrated theoretical and practical perspective on Management and Leadership
- Understand how to inspire and lead others, creating a vision for your team
- Develop a plan to get the best from those around you in terms of their performance and reaching their potential

Approach

There are a number of activities and case studies used throughout the programme which ensures that all of the learning is applied in a real way. The programme leader encourages group discussion and involvement throughout each session, ensuring questions and real issues are discussed. Best practice examples in all areas will be highlighted and discussed throughout the programme, giving participants plenty of opportunities to build on the elements of these that could be applied in their own organisations.

Students get access to the new Ibec Academy portal for all material and their course schedule.

Assessment & Accreditation

To achieve CPD Level 6 NFAQ accreditation by TU Dublin, the course is assessed as follows:

- Closed book exam 60%
- Project (3,500 - 5,000 words) 30%
- Learning journal and class participation 10%
- 70% attendance is required

This programme is for

Participants who are looking to improve their knowledge and skills in the management area, advance their career, whilst gaining an accredited qualification. Those in management roles who aspire to grow their career in management or incorporate management principles into their area of expertise, as well as managers with a number of years experience, who would like to gain an accredited award.

Programme Schedule:

Module 1.
Organisational Behaviour
Communications in Organisations
Performance Management
Leadership
Strategic Management

Module 2.
Finance for Managers

Module 3.
Employment Law



Programme Director

Matthew Tye

Matthew brings extensive experience from indigenous and multinational companies across a wide range of industries. After many years in operational management, Matthew decided to specialise in learning and development. He has worked with Ibec Academy since 2007 and has earned an enviable reputation with our clients, delivering development programmes and initiatives that add real value to both the organisation and the individual.

Testimonial

“I’d like to thank Ibec Academy trainers for a really rewarding course, that has definitely changed my outlook dramatically at work. It was very stimulating and thought-provoking and unlike other courses I’ve attended.”

Michéal Hopkins,
Financial Accountant, Grassland Agro

Rates:

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

Delivery:

Online / Classroom / Blended

Start Dates:

20 April 2023
11 October 2023



CPD Diploma in Human Resource Management

This programme will give you a comprehensive knowledge and practical understanding of the whole area of HRM, ensuring your competence and confidence in this area are developed.

**Level: CPD Level 6 NFQ
(20 ECTS)**

**Accredited by Technological
University Dublin**

This programme will also comprehensively cover the area of employment law, helping students to ensure that they have the most up to date information available.

This accredited programme with TU Dublin is delivered over a series of 12 full day sessions, spread over 6-9 months to fit in with a full-time work schedule.

- Delivered by subject industry experts with over 20 years of combined experience in business and people management
- Real case studies and current best practice examples shared throughout the programme

- Access to Ibec's HR Management guide; 15 sections that include information on over 1,000 human resource and employee relations topics and information, and with over 100 customisable sample documents
- Over 200 Diploma in HRM graduates are part of this growing alumni from a range of industries

Programme Outcomes:

On completion of this programme, participants will be able to

- Understand the key concepts/elements of HRM and how they apply in practice
- Demonstrate an understanding of strategic management, employee engagement, talent management, competency modelling, change management, succession planning, performance management and how to implement each of them in the workplace
- Have a strong knowledge of employment law and how to deal with issues that may arise in this area
- Be able to apply the skills central to HRM at work and to discuss these with confidence, using real examples to show their application. Understand how leadership behaviours affect how others perform at work
- Develop new strategies to improve levels of employee motivation

Approach

This programme is delivered over a series of 12 full day sessions spread over 6-9 months to fit in with a full-time work schedule. There are activities and case studies used throughout the programme which ensures that all of the learning is applied in a real way. Best practice examples in all areas of HRM will be highlighted and discussed throughout the programme, giving participants plenty of opportunities to build on the elements of these that could be applied in their own organisations.

This programme is for:

Those who are looking for an in-depth knowledge, understanding and an accreditation in the whole area of HRM. It is also aimed at those thinking about advancing their career in HR or people management.

Submissions & Accreditation

To achieve CPD Level 6 NFQ accreditation by TU Dublin, this course is assessed by exam and assignment submissions as follows:

- Exam: 60%
- Project; 3000-5000 words: 30%
- Learning Journal and class participation: 10%
- 70% attendance is required

Programme Schedule:

Module 1: Overview of HRM

Module 2: Strategic Human Resource Management and HR Data Metrics and Analytics

Module 3: Employee Engagement

Module 4: HR Leadership

Module 5 and Module 6: Employment Law

Module 7: Performance Management

Module 8: Organisational Development / Change Management

Module 9: Talent Management, Competency Modelling and Succession Planning

Module 10: Learning and Development

Module 11: Recruitment and Selection

Day 12: Recap/Review



Claire Jones

Claire is a Senior Executive working in Ibec Academy. Claire has worked in Ibec for more than 20 years and worked in the Legal Department within Ibec prior to moving into Ibec Academy. Claire is a lead trainer and her areas of speciality includes employment law, human resource management and industrial relations.

Testimonial

“This is an excellent course, extremely well delivered with an appropriate balance between theory and practical application to the workplace. The trainer’s style was extremely effective and the regular linkages to our own workplaces and experience was very beneficial.”

JoAnn Salmon
Safety & Quality Systems Manager
Port of Cork

Rates:

Member: €3140 | Non-member: €3560

Delivery:

Online / Classroom / Blended

Start Dates:

31 March 2023
04 October 2023



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 and who are from EMCC.

Rate:

€1785

Delivery:

Online / Classroom / Blended

Start Dates:

Contact ibecacademy@ibec.ie for upcoming dates

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:

“An excellent course. The training provided me with a good understanding of the types of approaches that can be applied in different situations as a manager.”

Kieran Kenny, Compliance Engineer, Thermo Fisher Scientific

Rates:

Member rate: €2090 | Non-member rate: €2300

Delivery:

Online / Classroom / Blended

Start Dates:

15 February 2023

09 May 2023

11 July 2023

12 October 2023

09 November 2023

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, leadership 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 trainer is a great facilitator who is willing to share his own personal experiences and anecdotes in a friendly and relatable fashion. I found his leadership of the course inspiring, he engaged us and listened to all of our opinions.”

Emma Jane Wade, Environmental Laboratory Team Lead, SK Biotech

Rates:

Member rate: €2090 | Non-member rate: €2300

Delivery:

Online / Classroom / Blended

Start Dates:

23 March 2023

19 September 2023

20 November 2023

CPD Certificate in Managing Diversity and Inclusion

4 DAYS

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

Build your knowledge and skills when creating an organisational culture that delivers on the positive benefits of diversity and inclusion.

Content includes:

- Diversity and equality legislation
- Assessing policies and practices
- Workplace identity
- Recruitment & performance management
- Succession planning, mentorship & sponsorship
- Unconscious Bias
- Evidence-based approach to action planning
- Understanding models of organisational culture
- Inclusion practice
- Evaluating your team & organisation

This programme is for:

Managers, HR managers and D&I professionals tasked with, or committed to driving diversity and inclusion in their organisations.

Rates:

Member rate: €2090 | Non-member rate: €2300

Delivery:

Online

Start Dates:

11 May 2023

16 October 2023

How to be a dynamic female leader

4 DAYS

This 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 rate: €1980 | Non-member rate: €2200

Delivery:

Online / Classroom / Blended

Start Dates:

04 May 2023

02 October 2023

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 also 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:

“As a new Team Leader I found the whole course very useful and very enjoyable. The trainer was a fantastic instructor and great mentor.”

Ger Cahill, Warehouse Team Leader, Radionics Ltd

Rates:

Member rate: €885 | Non-member rate: €995

Delivery:

Online / Classroom / Blended

Start Dates:

20 February 2023

26 April 2023

03 July 2023

04 September 2023

26 October 2023

29 November 2023

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 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 into understanding the drivers of conflict."

Ger Reynolds, Director of Operations,
BD Enniscorthy

Rates:

Member rate: €885 | Non-member rate: €995

Delivery:

Online / Classroom / Blended

Start Dates:

08 June 2023

16 November 2023

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.

What you said:

"I'm really happy with the training and delivery. The programme pace and group size was ideal and easy to follow. Very interactive training with interesting materials."

Sreto Jankic, Training manager, Delmec Engineering

Rates:

Member rate: €425 | Non-member rate: €470

Delivery:

Online / Classroom / Blended

Start Dates:

12 June 2023

20 November 2023

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 rate: €425 | Non-member rate: €470

Delivery:

Online / Classroom / Blended

Start Dates:

07 February 2023
29 September 2023

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 the 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 rate: €425 | Non-member rate: €470

Delivery:

Online / Classroom / Blended

Start Dates:

15 May 2023
12 September 2023
16 November 2023

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, with good group participation. I feel supported in my future conversations.”
Grainne de Burca, Educator, Oakfield Nursing Home

Rates:

Member rate: €425 | Non-member rate: €470

Delivery:

Online / Classroom / Blended

Start Dates:

24 May 2023
10 November 2023

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 rate: €425 | Non-member rate: €470

Delivery:

Online / Classroom / Blended

Start Dates:

22 February 2023
14 June 2023
22 September 2023

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 rate: €425 | Non-member rate: €470

Delivery:

Online / Classroom / Blended

Start Dates:

27 November 2023

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 rate: €425 | Non-member rate: €470

Delivery:

Online / Classroom / Blended

Start Dates:

16 June 2023

17 November 2023

Building a Workplace Wellbeing Strategy

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:

“This was an excellent session, with a good balance of slides, tutor instruction and interaction with participants.”

Michelle Mullen, Learning & Development Manager, Department of Rural and Community Development,

Rates:

Member rate: €425 | Non-member rate: €470

Delivery:

Online / Classroom / Blended

Start Dates:

17 April 2023

22 September 2023

08 December 2023

Building a Health and Wellbeing Programme to Ignite Performance

1 DAY

This programme focuses on how to link health, wellbeing and high-performance in the emerging ways of working. You will be equipped to optimise performance wellbeing for yourself, and your organisation.

Content includes:

- Performance wellbeing profile, company self assessment tool and wellbeing inventory completion
- Building better habits
- Key principles to improve deep work, productivity, and performance
- Science and practical tools around breathwork, mental fitness and peak performance
- Active recovery strategies and burnout proofing
- Tools to understand current success in the workplace
- Identifying, developing, and retaining high potential employees (e.g., talent)
- Examining the S in ESG, unpacking relational performance and social wellbeing components such as cohesion, psychological safety and belonging
- Internal and external, and qualitative and quantitative means of reviewing company performance

Rates:

Member rate: €425 | Non-member rate: €470

Delivery:

Online

Start Dates:

12 April 2023

15 September 2023

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 rate: €215 | Non-member rate: €235

Start Dates:

13 April 2023
28 September 2023

Mental Health and Wellbeing for Staff

HALF DAY

This workshop will give participants an understanding of how to live a healthy and fulfilled life. It will give them tools and methods they can use which will impact positively on both their business and personal lives.

Content includes:

- Understanding mental health and well-being
- Recognising signs of burnout or stress
- Building positive relationships at work
- Tips for managing the office or hybrid work
- Improving your mental health and well-being

Rates:

Member rate: €215 | Non-member rate: €235

Delivery:

Online

Start Dates:

31 May 2023
27 October 2023

Ibec Academy Business, Operations & Finance Programmes



CPD Diploma in Project Management

Acquire the essential knowledge, skills and competencies required for successful project management. This programme is aligned to recognised best-practice in the discipline of project, programme and portfolio management.

**Level: CPD Level 7 NFQ
(15 ECTS)**

**Accredited by Technological
University Dublin**

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.

This accredited programme with TU Dublin is delivered over a series of 10 evening sessions spread over 3 months to fit in with a full-time work schedule.

- Delivered by industry experts with over 20 years of combined experience in business and project management
- Real case studies and current best practice examples shared throughout the programme
- Learn to use Microsoft Planner & Project in the planning, execution and monitoring and controlling of projects
- 50 Diploma in project management graduates are part of this growing alumni from a range of industries
- Can be customised to a team in house

Programme Outcomes:

- Understand differences between a project management framework and methodology and be able to develop an appropriate methodology tailored to a unique project environment
- Be able to articulate the role of project and programme management as a vehicle to execute strategy, drive change and foster innovation within an organisation
- Acquire an understanding of the ten knowledge areas of project management as identified in the Project Management Body of Knowledge (PMBOK)
- Gain confidence in how to apply and tailor PRINCE2 key concepts to a unique project environment

- Build a resource driven project schedule, track planned versus actual, and report cost, schedule and scope variance demonstrating progress versus plan at all stages

Approach

This programme is delivered over a series of trainer led evening sessions and self-paced videos spread over a 10 week period to fit in with a full-time work schedule.

There are several activities and case studies used throughout the programme which ensures that all of the learning is applied in a real way. The programme Director encourages group discussion and involvement throughout each session.

Assessment & Accreditation

To achieve CPD Level 7 NFAQ accreditation by TU Dublin, this course is assessed by assignment submissions as follows:

- Module 1: Individual Assignment:
- Module 2: Microsoft Project Assignment
- Module 3: Group Project:
- Individual Assignment: Reflective Presentation on Key Learnings
- 70% attendance is required

This programme is for:

Anyone involved in projects, whether as a project manager, team member, scheduler or sponsor. The skills and techniques taught on this programme are relevant to all sectors of business and government.

Those who have completed other training in project management who aspire to an accreditation in this key business discipline.



Programme Director

John McGrath

John has over 20 years as a trusted advisor with many of the largest organisations in the world. He designs and delivers the cpd Diploma in Project Management for Ibec Academy and has a wealth of training experience including Project Sponsorship, OPM3, PM Maturity Assessment Models, Megaprojects, Troubled Projects, Forensic and Dynamic Scheduling, Stakeholder Engagement, Project Analytics, PMP, PMBOK and Agile.

Testimonial

“The practical project was excellent and I learned so much from it. The guest lecturers were very interesting and covered real world topics. Online gave an opportunity for training without leaving my home or the need to travel to a classroom. The trainer was very enthusiastic about project management and has lots of experience to share. There was a good mix of people on the course who gave different insights to their area of project management.”

Brid Reardon
Senior CAD Technician & Project Manager, Delmec

Rate:

€2100

Start Dates:

07 March 2023
12 October 2023

Programme Schedule:

Module 1:
Frameworks & Methodologies

Module 2:
Project Management Information Systems –
Project Planning with Microsoft Project

Module 3:
Programme & Portfolio Management



CPD Certificate in Corporate Sustainability ESG

4 DAYS

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

This course aims to meet the learning needs of those involved in the development and/or delivery of a corporate sustainability strategy and who need to develop their knowledge and understanding of corporate sustainability and ESG, in theory and practice.

Content includes:

- Sustainable Development
- Corporate Social Responsibility
- Role of Key Stakeholders
- Benefits of sustainability mindset
- Environmental Issues
- Social Issues
- Governance
- Developing corporate sustainability strategy
- Framework examples
- ESG Reporting & Certification
- Practical action plan
- Being an agent of change

Rates:

Member rate: €2090 | Non-member rate:
€2300

Delivery:

Online

Start Dates:

5 April 2023
1 November 2023

Foundations in Sustainability and ESG for business

1 DAY

This workshop will equip participants with foundational knowledge on what sustainability means for business and how corporate sustainability/ESG strategies are developed and reported on, learning from best practice approaches and examples.

Content includes:

- Defining sustainability and ESG
- Carbon footprinting
- Circular economy thinking
- Managing social issues
- Sustainability strategy development
- Sustainable Development Goals
- Frameworks, standards and certifications
- ESG ratings

What you said:

“This was a really worthwhile programme, time well spent. The course was a great introduction to the whole ESG agenda. Good to understand the relationship of sustainability to ESG.”
Nick McEllistrim, Head of Operations, Acorn Life

Rates:

Member rate: €425 | Non-member rate: €470

Delivery:

Online

Start Dates:

08 March 2023
07 June 2023
25 October 2023

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:

“A strategy delivery course that is relevant and understandable. Great discussions generated with practical examples that I can implement and discussions and knowledge from the other participants.”

Yvonne Bogan, Quality Manager, Team Leader, Marine Institute

Rates:

Member rate: €425 | Non-member rate: €470

Delivery:

Online / Classroom / Blended

Start Dates:

26 June 2023

18 October 2023

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 facilitator was excellent. The project life cycle and referring back to it regularly was very useful. The template is brilliant and can be transferred to any project. I enjoyed the facilitator sharing experience of previous projects and the approach of looking at what can derail a project to help us avoid these pitfalls. I found it an excellent course and very interested in doing more.”

Emer Cahill, Administrator, O’Shea Fishing Company Ltd

Rates:

Member rate: €425 | Non-member rate: €470

Delivery:

Online / Classroom / Blended

Start Dates:

05 May 2023

23 November 2023

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:

“An up to date, concise view on where corporate governance is and where it needs to be, relevant and practical.”

Conor Ryan, CEO, Arrabawn

Rates:

Member rate: €495 | Non-member rate: €550

Delivery:

Online / Classroom / Blended

Start Dates:

06 July 2023

19 October 2023

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
- Developting your message
- 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:

“I found how to structure training and the golden rules around how to present in a way that captures different learning styles, age groups very useful. Excellent course.”

Lisa Quish, Consultant, HRBP

Rates:

Member rate: €885 | Non-member rate: €995

Start Dates:

29 May 2023

03 July 2023

02 November 2023

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 rate: €425 | Non-member rate: €470

Delivery:

Online / Classroom / Blended

Start Dates:

19 May 2023

09 November 2023

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 rate: €425 | Non-member rate: €470

Delivery:

Online / Classroom / Blended

Start Dates:

26 May 2023

15 September 2023

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:

"I found this training very useful in understanding how ones attitude/behaviour can impact others in the workplace. It provided useful tools in helping me understand the power of my own behaviour with other team members I am doing my best to support and lead."

Laura Becker, Front of House Manager, Cliff at Lyons

Rates:

Member rate: €425 | Non-member rate: €470

Delivery:

Online / Classroom / Blended

Start Dates:

14 February 2023

19 July 2023

16 October 2023

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 style 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 rate: €425 | Non-member rate: €470

Delivery:

Online / Classroom / Blended

Start Dates:

22 March 2023
14 June 2023

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 techniques
 - 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 rate: €425 | Non-member rate: €470

Delivery:

Online / Classroom / Blended

Start Dates:

19 June 2023
03 October 2023

Ibec Academy Employment Law Programmes



CPD Diploma in Employment Law

Ibec Academy's Employment Law course is widely acknowledged as Ireland's number one learning experience of its kind. We use our extensive knowledge and expertise to guide you through how to apply the legislation in your industry and business.

**Level: CPD Level 6 NFQ
(20 ECTS)**

**Accredited by Technological
University Dublin**

- Delivered by subject industry experts with over 40 years of combined experience in business and people management
- Real case studies and current best practice examples shared throughout the programme
- Over 500 Diploma in employment law graduates are part of this growing alumni from a range of industries
- Can be customised to a team in house

Programme Outcomes:

On completion of this programme, participants will be able to

- Acquire the ability to look at all situations with a critical eye to ensure that they can deal with a range of employment law issues that arise in their organisations
- Understand the pitfalls of not complying with the legislation
- Have the ability to ensure that all policies and procedures that they have in place comply with employment law
- Have an in-depth knowledge of key areas of employment legislation
- Ibec provides specialist advice and support to our members on all aspects of employee relations and employment law

Approach

This programme is delivered over a series of 12 full day sessions spread over 7-9 months to fit in with a full-time work schedule.

Activities and case studies are used throughout the programme to apply the learning in a real way. The programme is delivered by experienced Ibec trainers who provide members with advice, consultancy and training on a daily basis.

Students get access to the new Ibec Academy portal for all material and their course schedule.

This programme is for:

Participants who are looking for a comprehensive knowledge and understanding of the whole area of employment law and those contemplating a career in people management, human resource management and related areas by focusing on the need for compliance with employment law

Those who have completed a Certificate in Employment Law as well as those with several years of experience who would like to gain an accredited award.

Submissions & Accreditation

This programme is accredited by TU Dublin at CPD Level 6 NFQ (20 ECTS). To achieve accreditation this course is assessed by:

- Closed book exam - 50%
- Project (3,500 - 4,500 words) - 20%
- Assignment -20%
- Learning journal and class participation - 10%
- 70% attendance is required

Programme Schedule:

Module 1: Introduction to Employment Law

Module 2: Contracts of Employment

Module 3: Employment Rights Bodies

Module 4: Equality

Module 5: Atypical Workers

Module 6: Discipline and Dismissals

Module 7: Protective Leaves

Module 8: Introduction to Industrial Relations

Module 9: Organisation of Working Time

Module 10: Redundancy

Module 11: GDPR and Data Protection

Module 12: Occupational Health & Safety

Module 13: Workplace Stress

Module 14: Other Pieces of Legislation



Programme Director

Claire Jones

Claire is a Senior Executive working in Ibec Academy. Claire has worked in Ibec for more than 20 years and worked in the Legal Department within Ibec prior to moving into Ibec Academy. Claire is currently a lead trainer and also course Director on a number of diploma, certificate and short programmes for Ibec Academy. She specialises in the areas of employment law, human resource management and industrial relations.

Testimonial

“I attended the CPD Diploma in Employment Law programme at Ibec and found it very well structured, highly relevant and very enjoyable. It is directly applicable to my role and very worth doing. I would highly recommend it.”

Rebecca Lumsden
Divisional Support- Retail HR
Bank of Ireland

Dates

09 March 2023
17 May 2023
12 October 2023
14 November 2023

Delivery:

Online / Classroom / Blended

Cost

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

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 trainer has amazing knowledge and uses really great examples, is easy to follow and really engaging. The trainer always had time for questions and happy to explain things more than once.”
Alice Mallinder, Associate Director - Employee Relations, United Health Group

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

Delivery: Online / Classroom / Blended

Start Dates:

28 February 2023
19 September 2023

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

What you said:

“I would highly recommend A-Z of Employment Law for HR Professionals. This course was very beneficial to the HR Role with the most updated information.”

Ashling Drumm, Recruitment and training administrator, Musgrave Operating Partners Ireland

Rates:

Member rate: €1325 | Non-member rate: €1435

Start Dates:

08 February 2023
23 June 2023
10 November 2023

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:

“The trainer was very engaging and the information was relayed in a simple and concise manner with practical examples making it easy to follow, reflect and understand.”

Stanela Khalil, Regional Business Partner, Extended Workforce Solutions, Google

Rates:

Member rate: €885 | Non-member rate: €995

Delivery:

Online / Classroom / Blended

Start Dates:

21 February 2023

25 May 2023

04 July 2023

11 September 2023

05 December 2023

Employment Law for People Managers

2 DAYS

This course is designed to ensure that People Managers have the knowledge and understanding of employment law issues to be able to deal with any issues that arise on a day-to-day basis. This course will ensure that Managers have the knowledge required to comply with all employment legislation.

Content includes:

- Contracts of Employment
- Protective Leave
- Organisation of Working Time
- Equality
- Bullying and Harassment
- Grievances
- Discipline and Dismissals
- Employment Law Update

This programme is for:

People Managers

Rates:

Member rate: €885 | Non-member rate: €995

Delivery:

Online

Start Dates:

19 June 2023

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 procedures
- Employment equality
- Retirement age
- Reasonable accommodation
- 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:

“Excellent informative course, moved at a very good pace, pitched at a good level, and very good reference slides provided also. The trainer was extremely knowledgeable.”

Catherine O’Brien, HR Business Partner, Metamo

Rates:

Member rate: €425 | Non-member rate: €470

Delivery:

Online / Classroom / Blended

Start Dates:

06 March 2023

20 June 2023

20 September 2023

06 November 2023

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:

“The trainer was excellent in delivering the course and made what can be a difficult subject easy to follow and understand.”

Graham Geraghty, HR Administrator, CLS

Rates:

Member rate: €425 | Non-member rate: €470

Delivery:

Online / Classroom / Blended

Start Dates:

16 February 2023

15 May 2023

06 September 2023

15 November 2023

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: €425 | Non-member: €470

Delivery:

Online / Classroom / Blended

Start Dates:

07 July 2023

23 November 2023

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: €425 | Non-member: €470

Delivery:

Online / Classroom / Blended

Start Dates:

22 March 2023

05 September 2023

Dignity at Work: Support Contact Person

Ibec Academy
Programmes 2023

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:

“This programme was a great opportunity to learn from others and share experiences. The facilitator was knowledgeable and made it interesting online.”
Colin Connolly, Employment Specialist , IASIO

Rates:

Member: €425 | Non-member: €470

Delivery:

Online / Classroom / Blended

Start Dates:

08 February 2023

29 May 2023

02 October 2023

Ibec Academy Employee / Industrial Relations Programmes



CPD Diploma in Industrial Relations

Acquire the theory, law and the practical skills required for those who work in industrial relations, human resource management and related areas. Ibec Academy's industrial relations programme is widely acknowledged as Ireland's number one learning experience of its kind.

**Level: CPD Level 6 NFQ
(20 ECTS)**

**Accredited by Technological
University Dublin**

Our trainers share Ibec's insights from our daily support, representation and advisory capacity across multiple industries, to inform our training programmes so they are updated on a continuous basis

This accredited programme with TU Dublin is delivered over a series of 12 full day sessions, spread over 7 months to fit in with a full-time work schedule.

- Delivered by subject industry experts with over 40 years of combined experience in industrial relations, business and employee relations
- Real case studies and current best practice examples shared throughout the programme

- 100 Diploma in Industrial Relations graduates are part of this growing alumni from a range of industries
- Course structure is designed to allow time for the application of the learning and the opportunities to bring real issues to the class for discussion
- Participants will participate in a mock conciliation conference with an Industrial Relations Officer of the Workplace Relations Commission (WRC).

Programme Outcomes:

On completion of this programme, participants will have:

- An understanding of the legal framework surrounding industrial relations in Ireland, so that participants can demonstrate this in third party negotiations
- A range of effective negotiation and conflict management skills which can be demonstrated in practise
- An understanding of what constitutes industrial action, whether it is lawful, what liabilities may arise for the employee/trade union and what, if any, remedies are open to the employer
- Knowledge of express and implied terms which bind the employer/employee relationship
- Skills in the areas of communications and conflict management and how to apply these

Approach

This programme is delivered over a series of 12 full day sessions spread over 7 months to fit in with a full-time work schedule.

There are a number of activities and case studies used throughout the programme which ensures that all of the learning is applied in a real way. The programme leader encourages group discussion and involvement throughout each session. Practice examples in all areas of Industrial Relations will be highlighted and discussed throughout the programme.

Assessment & Accreditation

To achieve CPD Level 6 NFQ accreditation by TU Dublin, this course is assessed by exam and assignment submissions as follows:

- Closed book exam 50%
- Project (3,500 - 4,500 words) 20%
- Group assignment 20%
- Learning journal and class participation 10%
- 70% attendance is required



This programme is for:

Managers and executives who want to develop their knowledge of industrial relations. Those attending are therefore required to be working in or moving to the area of HR, IR, ER or management.

Programme Director

Patricia Sugrue

Patricia joined Ibec Academy in 1990. She has been actively involved in training managers in managing people skills throughout her career. She currently runs a number of specialised Ibec programmes including diploma and certificate courses in industrial relations, discipline and dismissals and negotiations workshops.

Testimonial

“This programme gave practical learning and support for third party preparation and involvement. The collation of a submission and participation in a Labour Court hearing was extremely useful.”

Evelyn Ryan
HR Manager
Avista

Rates:

Member: €3140 | Non-member: €3560

Delivery:

Online / Classroom / Blended

Start Dates:

27 April 2023
06 October 2023

Programme Schedule:

Module 1. Introduction to Industrial Relations (1 Day)

Module 2. Collective Bargaining Practice and Dispute Resolutions (1 Day)

Module 3. Introduction to Employment Law (1.5 Days)

Module 4. Legal Framework of Industrial Relations (0.5 Day)

Module 5. Resolving Conflict Effectively (1 Day)

Module 6. Effective Negotiation Skills (4 Days)

Module 7. Managing Change (1 Day)

Module 8. Revision/Exam techniques (1 Day)

CPD Diploma in Mediation

This course introduces participants to the concept of mediation, its use in settling disputes and conflict and how best to introduce mediation into an organisation for effective conflict resolution. It also equips participants with a range of skills useful, in both conflict resolution and many other interpersonal situations including people management.

**Level: CPD Level 6 NFQ
(20 ECTS)**

**Accredited by Technological
University Dublin and the
Mediators Institute of Ireland**

With the introduction of the Mediation Act, 2017, this is an area that has gained increasing momentum and this course provides the ideal preparation.

This accredited programme with TU Dublin is delivered over a series of 12 full day sessions, spread over 7 months to fit in with a full-time work schedule.

- Delivered by subject industry experts with over 20 years of combined experience in mediation in the workplace
- Real case studies and current best practice examples shared throughout the programme
- Participants learn a tried-and-tested four stage mediation process
- Guest speakers contribute their experience of mediation from a real-world employee relations perspective and present successful case studies from their own organisations
- Over 60 Diploma in Mediation graduates are part of this growing alumni from a range of industries
- Can be customised to a team in house

Programme Outcomes:

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

- Explain and demonstrate with confidence the differences between mediation, arbitration, conciliation and other approaches to dispute resolution
- Articulate the process and skills involved in mediation and have demonstrated this in practice

- Understand the advantages and disadvantages of using mediation and where to apply appropriately in an organisation
- Understand the behavioural differences between individuals and how conflict is dealt with in different ways with real life examples
- Adapt and practice a range of skills for effective conflict resolution and gain an insight into one's own approach to conflict and how to hone this more effectively in the workplace



Approach

This programme is delivered over a series of 12 full day sessions spread over 6 months to fit in with a full-time work schedule. A learning environment is created which is supportive, encouraging and welcomes participation to support learning and applying it in practice.

Assessment & Accreditation

This course is fully accredited by the Mediators Institute of Ireland for Associate membership level and has academic accreditation by the Technological University Dublin. An optional extra day will be arranged for those who may be interested in proceeding to Certified membership level of the MII.

This course is assessed as follows:

Module 1:

- Project; 2500-3000 words 50%
- Role play 30%
- Learning Journal 20%

Module 2:

- Project; 2500-3000 words 50%
- Exam 30%
- Learning Journal 20%
- 70% attendance is required

This programme is for:

Those who wish to develop mediation skills for application in their area of work, for developing a career in mediation, or as a general developmental opportunity, particularly in understanding people and cultivating listening and concentration capabilities. Those in Human Resource Management or the Management team who want to add to their management and people management skills.

Programme Director

Brendan Schutte

Brendan is a consultant and trainer with over 20 years' experience in human resource management, development and employee relations in the areas of manufacturing, services, education and healthcare and not-for-profit, in addition to 20 years' experience as an independent consultant and trouble-shooter.

Testimonial

"I found applying the concepts and learnings to real time work situations very useful and gained understanding in relation to mediation as a concept in order to develop a new internal initiative for conflict resolution. A very enjoyable course, the time went really quickly and there was great engagement with the instructor, guest speakers and participants."

Suzanne Mullins

Director Organisation Support and Development
Cork ETB

Rates:

Member: €3455 | Non-member: €3875

Delivery:

Online / Classroom / Blended

Start Dates:

18 April 2023
24 October 2023

Programme Schedule:

Module 1.
Mediation Process and Skills

Module 2.
Mediation and the Organisation



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:

“This was a very enjoyable course, the time went really quick and there was great engagement with the instructor, guest speakers and participants. I found applying the concepts and learnings to real time work situations very useful as was the understanding gained in relation to mediation as a concept in order to developing a new internal initiative for conflict resolution.”

Suzanne Mullins, Director Organisation Support and Development, Cork ETB

Rates: Member:

€2835 | Non-member: €3045

Delivery:

Online / Classroom / Blended

Start Dates:

18 April 2023 & 24 October 2023



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:

Those that manage performance, handle grievances, disciplinary meetings and who need to understand the key employment legislation in this area. Additionally, managers who want to build the skills and knowledge to maintain and grow positive employee relations in their organisation.

Rates:

Member rate: €2090 | Non-member rate: €2300

Delivery:

Online / Classroom / Blended

Start Dates:

08 May 2023

03 October 2023



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:

“The trainer was very knowledgeable and the course content was explained really well and all questions answered. I feel this course will help me develop in my new role as HR Business Partner.”

Linda Sexton, HR Business Partner, Linda Sexton

Rates:

Member rate: €885 | Non-member rate: €995

Delivery:

Online / Classroom / Blended

Start Dates:

13 February 2023

25 April 2023

24 August 2023

12 October 2023

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 rate: €885 | Non-member rate: €995

Delivery:

Online / Classroom / Blended

Start Dates:

24 May 2023

20 November 2023

Whistleblowing - Preparing for Change

Ibec Academy
Programmes 2023

HALF DAY

This programme will prepare HR professionals for the change to the Protected Disclosures Act and will provide attendees with a full update on protected disclosures rules.

Content includes:

- Protected disclosure
- Avenues of disclosure
- Penalisation under EU Directive
- Protections under the Protected Disclosures Act
- Recent case law
- Applying the knowledge

What you said:

“Excellent knowledge to help bring policy up to date with changes. The help for designing policy was very useful.”

Ken Kennedy, HR & H&S Manager, Benning IRE

Rates:

Member rate: €215 | Non-member rate: €235

Delivery:

Online

Start Dates:

27 February 2023

09 November 2023

Ibec Academy Occupational Health & Safety Programmes



CPD Diploma in Occupational Health and Safety

Ibec are at the forefront of advising Irish businesses on a range of issues, including OHS, and have therefore built up expertise in OHS across a variety of industry sectors thus ensuring this cpd Diploma in Occupational Health & Safety is current, practical and reflects the needs of Irish industry.

**Level: CPD Level 7 NFQ
(20 ECTS)**

**Accredited by Technological
University Dublin & Associate/
Technical membership of IOSH**

This accredited programme with TU Dublin is delivered over a series of 12 full day sessions, spread over 7 months to fit in with a full-time work schedule.

- The programme is delivered by experienced chartered OHS professionals with a wealth of knowledge across a variety of industry sectors delivering up-to-date practical OHS solutions to Irish workplaces
- Real case studies and current best practice examples shared throughout the programme
- 700 Diploma in OHS graduates are part of this growing alumni from a range of industry sectors
- Also accredited by IOSH

Programme Outcomes:

On completion of this programme, participants will be able to

- Advise management on OHS related issues relevant to the industry sector
- Identify, interpret and advise on key requirements of Irish OHS legislation, codes of practice and published guidance
- Carry out OHS risk assessments in collaboration with relevant stake holders
- Advise on drafting relevant OHS Policies and review existing OHS policies to ensure currency
- Identify the key OHS training, information and instruction programmes required by law ensuring compliance

Approach

A practical approach is used throughout the programme. Where OHS law is introduced, it is applied to workplace situations through case studies, case law, group exercises and various activities.

Students get access to the new Ibec Academy portal for all material and their course schedule.

Submissions

- To achieve accreditation this course is assessed by written exam and submission of assignments.
- Two 3,500 – 4,500 word projects 40%
- Class participation and Learning journal 10%
- Exam 50%
- 70% attendance is required

This programme is for

Those with a professional interest in or involved in the application of occupational health and safety at work.

This Diploma is an ideal way to advance your skills if you hold a Certificate in OHS, have completed other training in this area of expertise or for OHS managers with several years' experience, who would like to gain an accredited award.

Programme Schedule:

Module 1: An introduction to Occupational Health and Safety Law

Module 2: OHS Law 2 – 2005 Act (cont.)

Module 3: OHS Law 3 Introduction to Risk Assessment

Module 4: Workplace Ergonomics and assessments

Module 5: Workplace Equipment, Machinery, Workplace Transport

Module 6: Sensitive Risk Groups

Module 7: Occupational Health

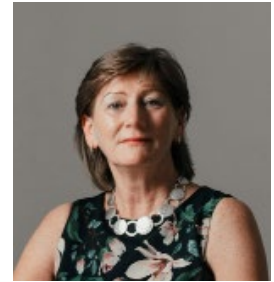
Module 8: Chemical Safety

Module 9: Psycho-social Hazards

Module 10: Physical Agents

Module 11: Emergency Planning

Module 12: Construction Work and Contractors



Programme Directors

Kieran McKenna

Kieran holds a primary degree in Mechanical Engineering and Masters degree in both Engineering Design and Occupational Health & Safety Management. He has over 20 years industry experience in senior environmental health and safety management roles.

Liz Doyle Fleming

Liz is an Ibec Academy trainer and an OHS practitioner. Liz has been a Chartered Member of the Institution of Occupational Safety and Health since 2005. Liz's areas of expertise include developing OHS policy, planning systems to fulfil OHS policy, effective implementation and operation of OHS policy, measuring, auditing and reviewing performance of OHS management systems. She holds a Bachelor of Science in OHS Management (BSc OHS Management). Higher Diploma in Safety, Health and Welfare at Work (HDipSHWW). Certificate in Safety and Health at Work (Cert.SHW).

Testimonial

"I found the CPD Diploma in Occupational Health & Safety programme at Ibec very useful for my business. It had a lot of the information and details we require and I was able to put together an improvement plan by the end of the programme with regard to Health & Safety requirements"

Teodora Boamchis
Ipone

Rates:

Member: €3140 | Non-member: €3560

Delivery:

Online / Classroom / Blended

Start Dates:

13 March 2023
01 June 2023
26 September 2023
19 October 2023
07 November 2023

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:

“An excellent course, the trainer was very practical and applied all theory to how we could use it in the workplace.”

Niamh Kearney, Health and Safety Advisor, Kerry Group

Rates:

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

Delivery:

Online / Classroom / Blended

Start Dates:

13 February 2023

20 September 2023

CPD Managing Safety

4 DAYS

Accredited by: Technological University Dublin
CPD Special Purpose Award - Level 6 on the NFQ
(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't's
- 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 organisations.

What you said:

“This was a very interesting and interactive training course. I've learned a great amount of valuable information, and I feel that this course really fine tuned my skills, knowledge and competencies.”

Susana Pires, Health & Safety Manager, ASL Aviation Holdings

Rates: Member: €1100 | Non-member: €1320

Delivery: Online / Classroom / Blended

Start Dates:

16 May 2023

18 September 2023

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:

“This course is a good overview - It also gave me the opportunity to really understand our responsibilities regarding the Safety, Health & Welfare at Work Act 2005.”

Grainne Mc Loughlin, St Vincent De Paul

Rates: Member: €680 | Non-member: €880

Delivery: Classroom

Start Dates:

01 February 2023

19 June 2023

13 September 2023

04 December 2023

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:

“An informative course, with good mention of websites to source further information and courses that could be done to follow up with.”

Paul Earls, Dansko Foods

Rates: Member: €680 | Non-member: €880

Delivery: Classroom

Start Dates:

03 April 2023

26 June 2023

04 September 2023

13 November 2023

Safety Awareness for Managers

1 DAY

The objective of this course is to provide an overview for managers of their roles 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:

“An excellent course. It brought to my attention things I might have not noticed before.”
Paul Stafford, Operations Manager, GLS Ireland

Rates: Member: €305 | Non-member: €385

Delivery: Online / Classroom / Blended

Start Dates:

21 April 2023

14 July 2023

01 November 2023

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: €385 | Non-member: €495

Delivery:

Classroom

Start Dates:

04 October 2023

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 principles
- Workstation and workplace design and layout
- Posture and anthropometrics
- Identifying hazards of DSE/VDU work
- Assessment techniques and checklists

This programme is for:

Those responsible 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: €305 | Non-member: €385

Delivery:

Classroom

Start Dates:

08 March 2023

09 June 2023

22 September 2023

16 November 2023

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: €305 | Non-member: €385

Delivery:

Classroom

Start Dates:

13 June 2023

06 November 2023

Maternity and Pregnancy update – A HR and OHS Perspective

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: €215 | Non-member: €235

Start Dates:

23 May 2023

Ibec Academy Workplace Wellness Accredited



Embrace Wellbeing for Your Business and Get Accredited

Ibec Academy
Programmes 2023

The KeepWell Mark™ from Ibec, validates and recognises organisations that put the wellbeing of employees at the forefront of company policy.

Benefits include

- Auditing and benchmarking against eight health and wellbeing standards
- On-site assessments by independent assessors
- Toolkits, guides and roadmaps to build successful wellness programmes
- National accreditation
- Recognition in Top Wellbeing Companies register
- Invitations to exclusive wellbeing forum and other community events
- Access to sample corporate wellbeing policies and guidelines

Get your company involved

Show your commitment to your employees' wellbeing with The KeepWell Mark™ accreditation.

www.thekeepwellmark.ie

“We’re thrilled to be awarded The KeepWell Mark. Formal recognition of our wellbeing programme underpins the top-down support that employee health and wellness is given here at Portwest.”

Deirdre Clarke,
Group HR Manager,
Portwest



Photography by Matthew Thompson, Viada Karpovich, Sora Shimazaki, Kateryna Babaieva, Karolina Grabowska, Andrea Piacquadio, Christina Morillo, The Coach Space and Pexels.

“Valeo has worked with Ibec Academy for many years. The Key Management Skills Programme is very highly rated by our managers here. The programme delivers great content on communication/ delegation/ motivation, a highly experienced and engaging trainer and the opportunity to learn from others on the course. The transfer of in-class training to the online classroom event was a very smooth transition and as participative.”

Mairéad Rattigan
Training and Development Coordinator
Valeo Vision Systems



**Invest in your peoples' future development.
Contact a member of the team today.
www.IbecAcademy.ie**

ibecacademy@ibec.ie

Customised training
+353 1 605 1556

Accredited programmes
+353 1 605 1645

Short programmes
+353 1 605 1619

Ibec Head Office

84/86 Lower Baggot Street
Dublin 2
Tel: + 353 1 605 1556
Email: ibecacademy@ibec.ie
Web: www.IbecAcademy.ie

Limerick

Gardner House Bank Place
Charlotte Quay
Limerick
Tel: + 353 61 410411
Email: midwest@ibec.ie
Web: www.ibec.ie/midwest

Galway

Ross House
Victoria Place
Galway
Tel: + 353 91 561109
Email: galway@ibec.ie
Web: www.ibec.ie/west

Donegal

3rd Floor, Pier One Quay Street
Donegal Town
Donegal
Tel: + 353 74 9722474
Email: northwest@ibec.ie
Web: www.ibec.ie/northwest

Cork

2nd Floor, Penrose One
Penrose Dock, Cork,
T23 KW81
Tel: + 353 21 4295511
Email: cork@ibec.ie
Web: www.ibec.ie/cork

Waterford

Waterford Business Park
Cork Road
Waterford
Tel: + 353 51 331260
Email: southeast@ibec.ie
Web: www.ibec.ie/southeast

Brussels

Avenue de Cortenbergh, 89,
Box 2
B-1000 Brussels
Belgium
Tel: + 32 (0)2 512.33.33
Fax: + 32 (0)2 512.13.53
Email: europe@ibec.ie
Web: www.ibec.ie/europe