



Ibec
Management
Training

Management Training Programmes 2020





“ Ibec’s collaborative approach enabled us to develop a bespoke programme that really suited our learner’s needs.

They really understood what we wanted to achieve. As a result the design and delivery of the programme was very real, practical and included real business improvements for the organisation.”

Finian O Brien, Group HR Manager,
Rosderra Irish Meats Group

Introduction

Welcome to Ibec Management Training

We believe that getting the very best from your people and ensuring they continue to learn and grow in their roles, is critical to the success and performance of every organisation. We have practical experience of the issues you are dealing with every day, which then informs all of our training, making it real and applied in its focus.

Our 2020 Management Training programmes have expanded to include a range of newly accredited courses and shorter skills-based programmes in diversity and inclusion, leadership, HR, employment law, mediation, coaching, management, graduate development, occupational health, safety and well-being and managing people and performance.

The focus of all our courses is to build the knowledge, skills, competence and confidence of those taking part, with a clear view on how the learning will be applied in practice. We also believe that accreditation can make a huge difference to the impact, quality and value of the training delivered, so our strategic partnership with TU Dublin is central to many of the courses we provide.

In the past year, we have seen a significant growth in the number of members working with us on customised training solutions, where the programme is tailored to your exact requirements, at your premises or offsite, with a real focus on the issues critical to your organisation. If you would like to discuss designing an in-house training programme for your organisation, please contact me and I would be happy to meet with you to discuss further.

Jenny Hayes
Head of Ibec Management Training
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E: jenny.hayes@ibec.ie





Our credentials

ABOUT US

- Over 30 years training managers
- Innovative portfolio of in-company programmes, online courses, seminars and short courses nationwide
- 70 highly qualified facilitators
- Excellent customer satisfaction and repeat business

OUR ACCREDITATIONS

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

OUR GRADUATES

- Over 8,000 managers trained in 2019
- 515 graduates from accredited programmes

OUR PROGRAMMES

- 320 in-company programmes
- 28 accredited programmes
- 290 public programmes

Our Customers



Talk to us about a tailored solution

Why Choose Ibec Management Training 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 learnings make a real impact.

Some of the areas we specialise in:

- Managing People and Performance
- HRM, Employment Law and Employer Relations
- Personal and Executive Development
- Graduate Development
- Dignity, Diversity and Inclusion
- Occupational Health, Safety and Wellbeing

Accredited Partners:



Browse our courses

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Management Development Programmes



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Management Development Programmes (Accredited)

Diploma in Coaching



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

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

Content includes:

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

What you said:

“I found this course 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 rate: €3290 | Non-member rate: €3690

Start Dates & Locations:

Dublin:

2 April 2020

24 September 2020



EMCC Practitioner level EQA Coaching Accreditation



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.

Classroom based training

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

This programme is for:

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

Rate:

€1700

Start Dates & Locations:

Dublin:

17 July 2020



Management Development Programmes (Accredited)

Book now
www.ibectraining.ie

Diploma in Leadership



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

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

Content includes:

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

What you said:

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

Rates:

Member rate: €3290 | Non-member rate: €3690

Start Dates & Locations:

Dublin:
1 April 2020
14 October 2020



Diploma in Professional Competence



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

This course explores the critical skills required by participants to succeed by enhancing their business, interpersonal and project management skills and focusing on applying the skills in the world of work. This course aims to build both competence and confidence in a range of critical areas.

Content includes:

- Professional competence and commercial awareness
- Leadership
- Self awareness
- Communication and influencing
- Team working
- Project management
- Performance and people
- Time management, assertiveness and conflict
- Motivation and presentation skills
- Financial skills and decision making

This programme is for:

- High performing graduates interested in management positions
- Participants applying to more senior positions and focused on succession planning
- Participants recently promoted who need support developing their competencies
- Technical skilled experts who want to develop their people skills

Rates:

Member rate: €2990 | Non-member rate: €3390

Start Dates & Locations:

Dublin:
20 April 2020
12 October 2020



Diploma in Management



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

The primary objective of this programme is to deliver an in-depth understanding of the fundamentals involved in the management of others, gaining practical experience in the development of core skills in this area. The programme will offer participants the opportunity to learn more about their own management style, how best to lead and motivate others and best practice in this area.

Content includes:

Module 1

- Organisational behaviour
- Communications in organisations
- Performance management
- Corporate leadership
- Strategic management

Module 2

- Finance for managers

Module 3

- Employment Law

What you said:

“This course has helped developed me as a manager and given me key skills along with confident in my ability to carry out my everyday tasks.”

Mary Nulty, Contracts Manager,
CG power Systems Ltd

Rates:

Member rate: €2990 | Non-member rate: €3390

Start Dates & Locations:

Dublin: 16 April 2020 & 20 October 2020

Limerick: 8 October 2020

Donegal: 15 October 2020



Diploma in Human Resource Management



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

The main objective of this programme is to give participants a comprehensive knowledge and practical understanding of the area of HRM, ensuring both competence and confidence in this area are developed. This course is designed to give an understanding of employment law, strategic management, employee engagement, talent management, change management and performance management.

Content includes:

Module 1

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

Module 2

- Employment Law

What you said:

“I found this course very beneficial. The trainer was excellent in explaining topics and answering questions.”

Deborah Tighe, Payroll/HR, CJK Engineering

Rates:

Member rate: €2990 | Non-member rate: €3390

Start Dates & Locations:

Dublin: 13 March 2020 & 8 October 2020

Limerick: 30 March 2020

Cork: 13 October 2020



Management Development Programmes (Accredited)

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Certificate in Human Resources



Managing People HR, Management, IR and Employment Law



Accredited by: Technological University Dublin
CPD Special Purpose award – Level 6 on the NFAQ (10 ECTS)

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

The purpose of this programme is to build the confidence and competence of those working in HR or managing people at work. It gives participants detailed knowledge and practical experience in a range of HRM areas. Participants will develop skills for dealing with strategic human resource management, as well as gaining practical tools and techniques in HR practices. On completion of the course, participants will know how to develop and maintain excellent employee relations, deal with queries in this area from within the organisation and recognise how to retain and develop the best people through the implementation of excellent HRM strategies and practices.

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:

- Strategic HRM
- Employee relations
- Introduction to Employment Law
- Selection and staffing
- Performance management
- Training and development

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:

“Excellent course; very enjoyable and relevant. I could apply learning from every session into my job.”
Catherine Petherbridge, Finance/ HR Manager, RKD

What you said:

“I really enjoyed the course and the content was really relevant. The lecturers were really informed.”
John Dooley, Section Manager, GSJ Maintenance

Rates:

Member rate: €2400 | Non member rate: €2600

Rates:

Member rate: €1900 | Non-member rate: €2100

Start Dates & Locations:

Dublin:
2 March 2020
28 September 2020

Start Dates & Locations:

Dublin:
13 February 2020
4 March 2020
13 May 2020
16 July 2020
17 September 2020
5 November 2020

Donegal: 20 May 2020
Cork: 22 April 2020
Limerick: 11 June 2020
Waterford: 1 October 2020

Galway:
18 June 2020
19 November 2020



Short Programmes

Managing People Skills

Leadership, Teams
and Performance



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

This programme is designed to assist managers in developing their management and interpersonal skills and to build on many of the core skills introduced in our earlier Managing People Programme. Participants will gain a greater understanding of their communication and management style and its impact on those they manage.

Content includes:

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

What you said:

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

Rates:

Member rate: €1900 | Non-member rate: €2100

Start Dates & Locations:

Dublin:

6 May 2020

16 September 2020

18 November 2020

Galway:

7 October 2020

Donegal:

14 October 2020



How to be a dynamic female leader



This highly interactive, engaging programme will enable female leaders to accelerate their leadership journey. The programme will focus on how to embrace a leadership role, find an authentic voice and proactively manage a successful career. Each participant will leave with a personalised action plan for their career and a strong understanding of how to be a dynamic leader. Additionally, they will have an opportunity to network with other talented managers and hear from experienced female leaders.

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

This programme is for:

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

Rates:

Member rate: €1800 | Non-member rate: €2000

Start Dates & Locations:

Dublin:

28 May 2020

15 October 2020

Management Development Programmes

(Short Programmes)

Book now
www.ibectraining.ie

Foundations in HRM



This programme aims to give those working in (or moving into) the area of HR, a range of practical insights, approaches and techniques to use in areas such as strategic HRM, performance management, Employment Law and Industrial Relations. The benefits of a strong Talent Management approach and developing a comprehensive learning and development process and ensuring the rewards system in place suits the needs of all your employees, will also be highlighted.

Content includes:

- Human Resource Management
- Strategic human resource management
- Performance management
- Industrial Relations
- Talent management
- Employment Law
- Employee engagement
- Change management

This programme is for:

Managers and those who are new to the role of HRM and who want to develop their personal skills in this area.

What you said:

“Thoroughly enjoyed the course, as someone new to HR and most of the concepts, I found this introduction very useful. The trainer was a brilliant facilitator.”

Anna Rozentale, Programme Manager - People Operations Services, Google

Rates:

Member rate: €800 | Non-member rate: €900

Start Dates & Locations:

Dublin:
16 June 2020
15 September 2020

Foundations in Management



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

Content includes:

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

What you said:

“I would highly recommend this course as a taster in management training.”

Laura Rogers, Regional Manager, Credit Union Plus Navan

Rates:

Member rate: €800 | Non-member rate: €900

Start Dates & Locations:

Dublin:
27 February 2020
30 April 2020
15 July 2020
24 September 2020
18 November 2020

Limerick:
24 June 2020
12 October 2020

Cork:
18 June 2020
17 November 2020

Galway:
9 September 2020

Waterford:
7 September 2020

Foundations in Management



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 difficult staff while increasing motivation levels among those in the team. The programme will give participants the ability to deal with a grievance or disciplinary issue in an effective way, building confidence and competence in this key area, among others.

Content includes:

- Leadership and the role of the manager
- Effective communication
- Influencing and motivation
- Handling grievance and discipline
- Dealing with conflict
- Giving effective feedback

This programme is for:

Those responsible for managing others at work and who want to develop the core skills of managing and leading others.

Rates:

Member rate: €300 | Non-member rate: €380

Resolving Conflict Effectively



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

Content includes:

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

This programme is for:

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

What you said:

“Excellent insight to understanding the drivers of conflict.”

Ger Reynolds, Director of Operations,
BD Enniscorthy

Rates:

Member rate: €800 | Non-member rate: €900

Start Dates & Locations:

Dublin:

1 April 2020

1 July 2020

8 October 2020

18 November 2020

Management Development Programmes

(Short Programmes)

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Training Needs Analysis



How can we ensure that our employees are receiving the correct training? How should we prioritise training for our team/department and organisation? 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:

HR and Learning & Development managers who are involved in the area of training and development.

Rates:

Member rate: €385 | Non-member rate: €425

Start Dates & Locations:

Dublin:

5 May 2020

6 November 2020

Peak Performance – Getting the best from your people



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: €385 | Non-member rate: €425

Start Dates & Locations:

Dublin:

7 May 2020

15 September 2020

Getting Engaged - Leading For Engagement and Results



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

Content includes:

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

This programme is for:

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

What you said:

“The training day went very well and all the team really enjoyed it. Thanks to Ibec and to the trainer for the work that went into delivering the training.”
Alan Bennett, Head of Operations, K-Leisure Athy

Rates:

Member rate: €385 | Non-member rate: €425

Start Dates & Locations:

Dublin:
19 March 2020
21 July 2020
27 October 2020

Competency Based Interviewing Skills



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

Content includes:

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

This programme is for:

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

What you said:

“I feel that any objectives I had set on arrival the morning of the training were met 100%.”
Nicola McClean,
HR Generalist & Project Manager, Veolia

Rates:

Member rate: €385 | Non-member rate: €425

Start Dates & Locations:

Dublin:
8 May 2020
14 November 2020

Management Development Programmes

(Short Programmes)

Book now
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Critical Conversations



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

Content includes:

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

This programme is for:

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

What you said:

“Very informative, good group participation. Feel supported in my future conversations.”
Grainne de Burca, Educator, Oakfield Nursing Home

Rates:

Member rate: €385 | Non-member rate: €425

Start Dates & Locations:

Dublin:
3 April 2020
16 October 2020

Coaching Skills For Line Managers



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:

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

- 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: €385 | Non-member rate: €425

Start Dates & Locations:

Dublin:
20 February 2020
15 May 2020
21 September 2020

Mentoring Skills



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: €385 | Non-member rate: €425

Start Dates & Locations:

Dublin:
6 May 2020
1 October 2020

Managing Learning and Development



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: €385 | Non-member rate: €425

Start Dates & Locations:

Dublin:
3 June 2020
9 November 2020

Management Development Programmes

(Short Programmes)

Book now
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Diversity & Inclusion



This course will look at the legal framework around discrimination and equality, exploring how to move from compliance to an inclusive workforce where the best talent is attracted, retained and grown within the organisation.

Content includes:

Equality, Diversity, Respect, Harassment, Dignity and Inclusion

- How do values guide what we do and how we do things?
- Unpacking what they mean – how should they be shown in the way we work?
- Diversity wheel and understanding differences
- Unconscious bias – the neuroscience of how our brain operates

Language and culture

- Explore the impact of inappropriate behaviours and language on individuals and teams
- Realise how and why perceptions may differ between colleagues

Bullying and Harassment and the Law

- 9 grounds of discrimination under the Equality legislation
- Case examples
- The cost of getting it wrong

This programme is for:

All those with a role in the organisation for promoting an inclusive working environment which embraces diversity

Rates:

Member rate: €385 | Non-member rate: €425

Start Dates & Locations:

Dublin:

6 April 2020

3 November 2020

Managing Remote Working - The HR and OHS Perspective



Remote Working (also known as Home Working or E-Working) has become a common working practice for many organisations. According to Ibec Research, 37% of companies surveyed had remote working 1-2 days per week, 7% having full time arrangements in place. Questions on this topic represent a significant number of calls into the Ibec Knowledge Centre.

Our workshop is designed to enable participants to effectively manage Remote Working arrangements in the workplace.

Content includes:

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

This programme is for:

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

What you said:

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

Grainne Quinn, Business Resource Manager, Exterion Media

Rates:

Member rate: €190 | Non-member rate: €215

Start Dates & Locations:

Dublin:

25 March 2020

13 October 2020

Leading With Wellbeing



Create wellness in the workplace and transform your life with Dr Mark Rowe's online course. This course is comprised of nine unique modules that will help you cultivate fulfilment in the workplace, and facilitate lasting, meaningful change for you and your employees.

Content includes:

- Psychological fitness build mindset, neuroplasticity and strengths
- Purpose and meaning: the bigger why for vitality & success
- Habits: rewire your brain for change
- Negative emotion: the corrosive potential of needless negativity and how to counteract it
- Positive emotion: cultivate more positive emotions in order to flourish
- Inner happiness: what it is and why it matters
- Goal setting to enhance your wellbeing and overall vitality
- The power of giving: kindness, gratitude and appreciation to others
- Physical health: key benefits of exercise, sleep and nutrition

Rates:

Member rate: €300 | Non-member rate: €380

Business, Operations and Finance Programmes

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Business, Operations and Finance Programmes (Short Programmes)

Innovation and Change Management



This programme will provide managers with the ability to create an innovative work environment and to equip them with the knowledge and skills to implement best practice in planning and delivering change within their organisations.

Content includes:

- Clarity on the drivers and impact of change
- Leading and managing change
- Communication and engagement
- Developing an innovative and creative environment
- Sustaining change

This programme is for:

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

What you said:

“The course was very well delivered. Instructor was very engaging and very knowledgeable.”

Derek Gallagher, Business Process Design Director, G4S Cash Solutions

Rates:

Member rate: €800 | Non member rate: €900

Start Dates & Locations:

Dublin:

9 June 2020

22 October 2020

Introducing Managers to Change



This programme will provide an understanding of the dynamics of change in an organisation and the skills needed to manage that change while sustaining productivity and morale.

Content includes:

- Understanding change
- Managing people through change and its impact
- Communicating change
- Sustaining change
- Action planning

This programme is for:

Managers and team leaders who are operating in a change environment or who will be supporting/driving the rollout of a change programme.

Rates:

Member rate: €385 | Non-member rate: €425

Start Dates & Locations:

Dublin:

7 May 2020

13 November 2020

Business, Operations and Finance Programmes (Short Programmes)

Book now
www.ibctraining.ie

Change Awareness



The purpose of this programme is to raise awareness of the reasons for change, the process of change and the importance of communications in change initiatives.

Content includes:

- What is change and why it happens
- Understanding and dealing with change
- Resistance to change
- Models in understanding change
- Communication skills and change
- Tools and tips to help us deal with change
- Communication style
- Growth mind-set
- Emotional intelligence
- How can you contribute to the change?

This programme is for:

Participants who would like to create an awareness and understanding of the reasons for the need for change and how best to navigate through that change.

Rates:

Member rate: €385 | Non-member rate: €425

Start Dates & Locations:

Dublin:
13 March 2020
2 October 2020

Developing and Implementing Strategy



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

Content includes:

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

This programme is for:

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

What you said:

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

Rates:

Member rate: €385 | Non-member rate: €425

Start Dates & Locations:

Dublin:
12 May 2020
29 October 2020

Finance and Accounting Made Easy



This programme will build your confidence, knowledge and financial awareness. This is a vital area for all managers to be familiar with and to have the confidence to deal with.

Content includes:

- Understanding business accounts
- Balance sheets, profit and loss, cash flow
- Depreciation, stock valuations, accruals and prepayments
- Interpreting data using defined financial ratios and key performance indicators
- Techniques for forecasting and budgeting
- Evaluating expenditure
- Investment appraisal

This programme is for:

Non financial managers with budgetary responsibilities.

What you said:

“Great presentation/people skills. Trainer appeared to have a good knowledge of most industries.”
Janice Smith, Senior Fleet Portfolio Underwriter, Liberty Insurance

Rates:

Member rate: €385 | Non-member rate: €425

Start Dates & Locations:

Dublin:
5 May 2020
2 November 2020

Project Management



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

Content includes:

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

This programme is for:

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

What you said:

“The course gave me a fantastic overview of the correct structure and process for project management. The focus on communication was fantastic.”
Jennifer White, HR Recruiter, Circle K

Rates:

Member rate: €385 | Non-member rate: €425

Start Dates & Locations:

Dublin:
3 April 2020
28 July 2020
21 September 2020

Business, Operations and Finance Programmes (Short Programmes)

Book now
www.ibctraining.ie

Corporate Governance



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

Content includes:

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

This programme is for:

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

What you said:

“Excellent course, well structured and practical. Good use of relevant examples.”
David Parr, Director, Farrans

Rates:

Member rate: €450 | Non-member rate: €500

Start Dates & Locations:

Dublin:
2 April 2020
7 July 2020
23 October 2020

Personal Development Programmes



ReWire not ReTire



The impact of longevity has changed the landscape for retirees. It is no longer about ‘hanging up the boots’ but about taking the opportunity to create a new stage of life. Organisations are beginning to reflect this in the support they provide to retiring employees. These organisations are looking for a fresh approach which will help individuals to attend to the big decisions affecting their next 20 to 25 active years. This programme is uniquely designed to facilitate individuals to address the complexities of modern retirement and to create an exciting and fulfilling future.

Content includes:

- Understanding and navigating modern retirement
- Understanding the context of retirement today – the challenges and possibilities
- Making sense of change and transition
- Understanding that a new stage requires a new mindset – a growth mindset
- Tapping into resilience to navigate the challenges of transition in life after work, using evidence-based tools, strategies and a Resilience Self-Assessment

This programme is for:

People at all levels in an organisation, interested in thinking about their future and planning their next stage of life, thinking about retiring within the next 3 years.

Rates:

Member rate: €1500 | Non-member rate: €1700

Start Dates & Locations:

Dublin:
27 May 2020
19 October 2020

Train the Trainer



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

Content includes:

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

This programme is for:

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

What you said:

“The trainer was excellent, experienced and an expert in their teaching. I would highly recommend the trainer and the course to all in my organisation.”
Karen Byrne, Business Manager, HSE

Rates:

Member rate: €800 | Non-member rate: €900

Start Dates & Locations:

Dublin:
21 May 2020
4 November 2020

Leading With Emotional Intelligence



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: €385 | Non-member rate: €425

Start Dates & Locations:

Dublin:

16 April 2020

8 July 2020

10 November 2020

Facilitation Skills



This programme is designed to provide a comprehensive grounding in the development of excellent facilitation skills. Participants will gain sufficient knowledge and practical skills to design and run high-quality facilitated workshops and meetings, ensuring they achieve successful outcomes in a timely manner.

Content includes:

- What is facilitation?
- Profile, role and skills of a facilitator
- Conducting a facilitated session
- How groups work
- Developing focused questions
- Identifying a facilitation methodology to match the situation
- Modes and techniques of facilitation
- Skills practice

This programme is for:

Anyone who wants to radically improve the quality and effectiveness of workshops, meetings, change programmes or other such key interventions in their organisations. In particular it is suitable for Change Managers, Team Leaders, Project Managers, HR and L&D Managers.

What you said:

“The trainer related very well with everyone, and made the course very enjoyable and relevant. I will enjoy putting my new skills into practice.”

Hannah Kenny, Investigation Facilitator, Astellas Ireland

Rates:

Member rate: €385 | Non-member rate: €425

Start Dates & Locations:

Dublin:

17 April 2020

28 October 2020

Manage Your Time Effectively



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: €385 | Non-member rate: €425

Start Dates & Locations:

Dublin:
21 April 2020
7 September 2020

Influencing Skills and Personal Impact



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

Content includes:

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

This programme is for:

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

What you said:

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

Rates:

Member rate: €385 | Non-member rate: €425

Start Dates & Locations:

Dublin:
26 February 2020
30 April 2020
17 June 2020
22 October 2020

Powerful Presence



This programme is designed to enable participants to harness the full potential power of their presence, both verbal and non-verbal. In doing so, you will maximise your personal impact and the effectiveness of your communication. Many of the techniques taught are also used to train professional actors, so they tap into their voice, breathing and movement as part of the learning.

Content includes:

- Develop and elicit confidence with powerful presence and voice
- Listen effectively with empathetic equality
- Communicate with clarity, gravitas and humanity
- Ignite the energy of your team and colleagues with your personal impact
- Deliver prepared presentations with ease
- Have access to a tool kit to bring to your daily interactions
- Bring your communications to a new level of impact
- Learn the skill of impromptu speaking

This programme is for:

Participants who are leaders or aspire to lead. Equally, if you are challenged with being seen or heard, this is an opportunity to develop your voice and confidence

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: €385 | Non-member rate: €425

Start Dates & Locations:

Dublin:
22 April 2020
23 June 2020
20 October 2020

Effective Presentation Skills



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

Content includes:

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

This programme is for:

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

What you said:

“Gets rid of some of the fear. Provides good tips and advice for personal use.”
Claire Lynskey, Revenue Manager, Dalata Hotel Group

Rates:

Member rate: €385 | Non-member rate: €425

Start Dates & Locations:

Dublin:
28 April 2020
2 October 2020

Mindfulness For Managers



Mindfulness for Managers is a practical, experiential programme that provides an understanding about mindfulness. It demonstrates how mindfulness is a practical yet powerful tool that enhances coping skills as well as creating space for more effective decision making.

Content includes:

- What is mindfulness?
- Pressure into performance
- Responsive vs reactive modes of the mind in the workplace
- The paradox of mindfulness
- Mindful communication
- Mindful manager and emotional intelligence

This programme is for:

Anyone interested in cultivating a practice of mindfulness to enhance their ability to deal with work / life pressures, manage more effectively, or increase clarity around decision making.

What you said:

“I would highly recommend this course to anyone who wishes to develop their ability and learn techniques for greater effectiveness in their role.”

Grace Dunne, HR Manager,
Geodis Logistics Ireland Ltd

Rates:

Member rate: €385 | Non-member rate: €425

Start Dates & Locations:

Dublin:
5 October 2020

Employment Law Programmes

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A woman in a white top and dark trousers stands at a whiteboard, pointing at it with a pen. She is in a meeting room with a man sitting at a table with a laptop. The room has large windows overlooking a city. The image is overlaid with a grid of small white dots and a color gradient from purple to orange.

Employment Law Programmes (Accredited)

Book now
www.ibctraining.ie

Diploma in Employment Law



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

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

Content includes:

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

This programme is for:

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

What you said:

“The knowledge gained has been practical and will be used going forward.”
Christopher Leonard, HR Manager, Romaquip

Rates:

Member rate: €2990 | Non-member rate: €3390

Start Dates & Locations:

Dublin:	Donegal: 30 April 2020
11 March 2020	Limerick: 5 October 2020
14 October 2020	Cork: 6 October 2020



Certificate in Employment Law



Accredited by: Technological University Dublin
CPD Special Purpose award – Level 6 on the NFAQ (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:

“Excellent course. Detailed real examples of recent cases used in the learning.”
Eamonn O’Brien, Civil Servant,
Department of Social Protection

Rates:

Member rate: €2400 | Non-member rate: €2600

Start Dates & Locations:

Dublin:
26 February 2020
29 September 2020



Employment Law Programmes (Short Programmes)

Foundations in Employment Law



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

Content includes:

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

This programme is for:

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

What you said:

“A fantastic course. Very enjoyable and informative with an excellent trainer. I particularly enjoyed the case examples.”
Matthew Gough, HR Advisor, Signature Flight Support

Rates:

Member rate: €800 | Non-member rate: €900

Start Dates & Locations:

Dublin:	Cork:
6 February 2020	30 June 2020
19 May 2020	
2 July 2020	Limerick:
2 September 2020	7 July 2020
26 November 2020	
	Galway:
	31 August 2020

Employment Law Update



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

Content includes:

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

This programme is for:

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

What you said:

“The trainer delivered the course very well. Excellent information and case studies.”
Marie Prunty, Payroll/Finance/Administration, Home Instead Senior Care

Rates:

Member rate: €385 | Non-member rate: €425

Start Dates & Locations:

Dublin:
5 March 2020
23 June 2020
15 September 2020
12 November 2020

Employment Law Programmes (Short Programmes)

Book now
www.ibctraining.ie

Running Effective Disciplinary Processes



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

Content includes:

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

This programme is for:

Managers and HR specialists who manage people at work.

What you said:

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

Sharron Clancy, HR Business Partner,
DSV Road

Rates:

Member rate: €385 | Non-member rate: €425

Start Dates & Locations:

Dublin: 19 February 2020 12 May 2020 16 July 2020 17 September 2020 4 November 2020	Donegal: 16 November 2020
	Cork: 11 November 2020
	Galway: 14 October 2020

Managing Absence



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 rate: €385 | Non-member rate: €425

Start Dates & Locations:

Dublin:
2 April 2020
8 July 2020
2 November 2020

Dignity at Work: Bullying & Harassment

Investigating & Dealing
with Complaints



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.

Rates:

Member rate: €385 | Non-member rate: €425

Start Dates & Locations:

Dublin:
24 February 2020
20 March 2020
22 July 2020
13 October 2020

Dignity at Work: Bullying & Harassment

Support Contact Person



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

Content includes:

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

This programme is for:

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

What you said:

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

Rates:

Member rate: €385 | Non-member rate: €425

Start Dates & Locations:

Dublin:
11 February 2020
14 May 2020
23 September 2020
17 November 2020

Industrial Relations Programmes

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Industrial Relations Programmes (Accredited)

Diploma in Industrial Relations



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

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

Content includes:

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

What you said:

“Excellent course, thoroughly recommend it as a learning experience.”

Declan Hannigan, Operations Director,
SK biotek Ireland

Rates:

Member rate: €2990 | Non-member rate: €3390

Start Dates & Locations:

Dublin:	Limerick:
3 April 2020	29 April 2020
16 October 2020	

Certificate in Industrial Relations



Accredited by: Technological University Dublin
CPD Special Purpose award – Level 6 on the NQF
(10 ECTS)

The primary objective of this programme is to give managers and executives an understanding of the core principles and concepts of Industrial Relations, giving them the skills to put progressive IR policies and procedures in place. Participants will also learn to negotiate with confidence while understanding how the State's dispute resolution institutions work..

Content includes:

- Introduction to the Irish system of IR
- Negotiations skills
- Negotiations / communications skills
- Managing change
- Industrial Relations
- Employment legislation
- Writing and preparing a submission

What you said:

“Intensive and practical course, the informal style and enthusiasm of the trainer was excellent.”

Anne Conroy, CEO, Le Chelie

Rates:

Member rate: €2400 | Non-member rate: €2600

Start Dates & Locations:

Dublin:
23 March 2020
5 October 2020



Industrial Relations Programmes (Accredited)

Book now
www.ibctraining.ie

Diploma in Mediation



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

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

Content includes:

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

What you said:

“One of the main advantages is how intensely the lecturers and the group practice and discuss real life cases. It really is a team effort and we benefited significantly from each other’s experience.”

Angela Kienle, Founder, Kienle Consulting

Rates:

Member rate: €3290 | Non-member rate: €3690

Start Dates & Locations:

Dublin:
24 March 2020
15 September 2020

Certificate in Mediation



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:

“An excellent introduction to the uses and benefits of mediation in dispute resolution in the workplace.”
Dr. Áine Fox, Senior Executive, Irish Medtech Association

Rates:

Member rate: €2700 | Non-member rate: €2900

Start Dates & Locations:

Dublin:
24 March 2020
15 September 2020



Industrial Relations Programmes

(Short Programmes)

Foundations in Industrial Relations



This programme introduces HR practitioners and managers to the key aspects of the Irish system of Industrial Relations, the stages involved in the process of negotiations and the essential skills of an effective negotiator.

Content includes:

- Introduction to history and development of the Irish system of Industrial Relations
- Know and understand collective bargaining and how pay is determined
- Know the principles involved in effective negotiations
- Develop/improve key interpersonal and negotiating skills necessary to manage Industrial Relations issues more effectively and confidently
- Know the key Industrial Relations Institutions that deal with disputes
- Understand the negotiation process through role-play and exercise

This programme is for:

Human Resource specialists, line managers and supervisors or team leaders, where understanding Industrial Relations is essential to those who manage people, especially those in a unionised environment.

Rates:

Member rate: €800 | Non-member rate: €900

Start Dates & Locations:

Dublin:

1 April 2020

18 November 2020

Conducting Investigations within the Workplace



The Conducting Investigations programme provides participants with the necessary skills and knowledge to carry out fair and complete investigations. This programme focuses on the practices and procedures to be followed if an investigation into a grievance, disciplinary or bullying and harassment issue was needed.

Content includes:

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

This programme is for:

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

What you said:

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

Aisling Morrison, HR Manager, FRS Recruitment

Rates:

Member rate: €800 | Non-member rate: €900

Start Dates & Locations:

Dublin:

30 January 2020

28 May 2020

27 August 2020

6 October 2020

Limerick:

8 July 2020

Cork:

14 May 2020

1 October 2020

Industrial Relations Programmes

(Short Programmes)

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Mediation Skills



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: €800 | Non-member rate: €900

Start Dates & Locations:

Dublin:

13 May 2020

11 November 2020

Trust in Care



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

Content includes:

Procedures for Receiving a Complaint of Abuse

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

Managing Allegations of Abuse

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

Investigation Outcomes & Follow-up

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

What you said:

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

Tracey O'Malley, HR Manager, Dublin Simon Community

Rates:

Member rate: €385 | Non-member rate: €425

Start Dates & Locations:

Dublin:

25 February 2020

6 May 2020

21 July 2020

7 October 2020

Occupational Health & Safety Programmes

A person is seen from behind, walking up a wide staircase. The wall behind the stairs is covered in a grid of small, glowing dots. The scene is bathed in a purple and blue light, creating a futuristic or high-tech atmosphere. The person is wearing a light-colored top and dark pants, and is carrying a bag. The staircase has metal railings on both sides.

45

Diploma in Occupational Health and Safety



Certificate in Occupational Health and Safety



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

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

Content includes:

- OHS at work legislation and regulations
- Safety statement preparation and maintenance
- Consultation and the role of the safety representative
- Managing workplace hazards
- Risk assessment
- Manual handling
- Display Screen Equipment
- Electrical safety Machinery safety
- First aid
- Physical agents
- Biological agents
- Chemical safety
- Sensitive risk groups
- Psychosocial hazards
- Role of Health and Safety Authority

This programme is for:

Participants with sufficient (typically 3 years) active work experience in Occupational Health and Safety.

Rates:

Member rate: €2990 | Non-member rate €3390

Start Dates & Locations:

Dublin:	Limerick:
18 March 2020	26 March 2019
29 September 2020	
Donegal:	Cork:
20 October 2020	25 September 2019

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:

- Managing OHS
- Safety statements
- Safety management
- Role of competent person
- Managing workplace hazards and risks
- Manual handling and hazards at work
- First aid

What you said:

"I would fully recommend the course for people starting a career in OHS."

Thomas Quealy, OHS Support and Projects,
Medite Europe Ltd

Rates:

Member rate: €2400 | Non-member rate €2600

Start Dates & Locations:

Dublin:
9 March 2020
3 September 2020



Managing Safety



Accredited by: Technological University Dublin
CPD - Level 6 on the NFQ (5 ECTS)

Every manager is legally responsible for the safety of their employees. This course equips managers with the essential skills needed to create and maintain a healthy working environment. 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

What you said:

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

Rates:

Member rate: €1000 | Non-member rate: €1200

Start Dates & Locations:

Dublin:
14 May 2020
16 September 2020



Safety Officer and Co-ordinator



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:

- 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 committee
- Role of the HSA

This programme is for:

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

What you said:

"The course was made relevant to my workplace and will be really useful to me and my employer".
Helen O'Hara, Operations Assistant,
Overstock Ireland Ltd.

Rates:

Member rate: €625 | Non member rate: €800

Start Dates & Locations:

Dublin:
4 March 2020
3 June 2020
23 September 2020
2 December 2020

Safety Representatives



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:

"Excellent course which gave full in-depth knowledge of the safety representative's role and responsibilities."

Karl Taylor, Quality Department, Castolin Eutetic

Rates:

Member rate: €625 | Non-member rate: €800

Start Dates & Locations:

Dublin:	Limerick:
26 February 2020	11 March 2020
10 June 2020	
9 September 2020	Cork:
4 November 2020	22 April 2020
	Waterford:
	7 October 2020

Safety Awareness For Managers



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

Content includes:

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

This programme is for:

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

What you said:

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

Niamh Varszegi, Hospitality Manager, Fitzers Catering

Rates:

Member rate: €275 | Non-member rate: €350

Start Dates & Locations:

Dublin:
10 April 2020
29 November 2020

Accident Management/ Incident Investigation



While the focus of this course is primarily on the prevention of accidents, it will also cover arrangements to manage health and safety to ensure “due care” and to conduct investigations effectively, therefore minimising the potential for employer liability claims.

Content includes:

- Case law: lessons from successful defences
- Prevention methods to ensure a reduction in accidents in the workplace
- The legal and best practice approaches to intervention if an employee has an accident at work including
 - The Injuries Board
 - Practical accident and incident investigation
 - Report writing
 - Deciding the best approach for claims management
- Providing appropriate mechanisms for retention of employees who may have experienced injury
- Workplace safety code

What you said:

“Excellent training.”

Annmarie Foley, General Manager,
ADAPT Kerry Limited

Rates:

Member rate: €275 | Non-member rate: €350

Start Dates & Locations:

Dublin:

19 June 2019

8 October 2019

Manual Handling Instructor and Assessor



Manual Handling Instructor and Assessor Refresher



Accredited by: QQI - Level 6 Award

This programme provides a course for employers seeking a more efficient and cost effective manual handling training programme, utilising internal resources.

Content includes:

- Health and safety legal system
- Manual handling operations
- Hazards of manual handling and risk assessment
- Physiology, physiotherapy and bio-mechanics
- Principles of manual handling techniques
- Presentation and delivery skills
- Communication skills

This programme is for:

Participants wishing to attain the skills and knowledge required to be able to develop and deliver manual handling training sessions in their workplaces.

Rates:

Member rate: €1250 | Non-member rate: €1450

Start Dates & Locations:

Dublin:
4 March 2020
14 October 2020

The primary purpose of this programme is to refresh the knowledge and skills of current QQI certified Manual Handling Instructors, who may not have delivered training since their original instructors course.

Content includes:

- Revision of legislation, back structure, course design
- Review of lesson planning and preparation
- Learner demonstrations and practical mediation
- Learner evaluation, Q&A
- Assessments: written exam and practical skills demonstration

This programme is for:

QQI certified Manual Handling Instructors who want a refresher in this area.

What you said:

“I found the trainer a very good communicator, with excellent knowledge of the subject and would have no problem recommending.”

Ian Mant, Manual Handling Instructor, Moffett Eng.

Rates:

Member rate: €275 | Non-member rate: €350

Start Dates & Locations:

Dublin:
28 May 2020



Fire Safety and Emergency Preparedness



The objective of this programme is to outline the principles of fire safety management, while addressing all statutory obligations relevant to fire safety. There will be a particular focus on emergency plans and how to implement them.

Content includes:

- Legislation review
- Principles of fire, i.e. classes of fire, extinguishers and their use
- Pre-fire planning
- Fire prevention
- Fire hazard identification and assessment
- Fire Marshal/Warden, Fire Awareness
- Portable fire extinguishers
- Emergency procedures/ evacuation procedures
- How to conduct emergency evacuation drills
- Theory of the use of portable fire extinguishers on all types of fire

This programme is for:

Managers, HR executives, safety officers and fire wardens who are involved in the management of fire evacuations and fire prevention in their workplaces.

What you said:

“Very good and informative course, very clear and precise. Trainer very clear and descriptive.”
Nicola Sexton, PA Manager, Frontier Economics

Rates:

Member rate: €275 | Non-member rate: €350

Start Dates & Locations:

Dublin:
30 April 2020
26 October 2020

Fire Warden Training



This programme is designed to provide the specialised knowledge and training required for a person to be able to carry out the duties of a Fire Warden. It will raise awareness concerning the management and behaviour of people in a range of emergency evacuation situations, and the necessary actions to be taken before, during and after an incident. It will detail specific duties such as designated areas, who to report to, evacuating people with limited mobility, etc.

Content includes:

- Have a greater understanding of the fire precautions that are built into your workplace
- Recognise the hazards and the threat posed by fire to people, property and jobs
- Understand why it is essential that fire emergency procedures are implemented and monitored on a daily basis
- Communication with fire wardens
- Checklists
- Different types of extinguishers
- Demonstrate an understanding of the nature and behaviour of fire

This programme is for:

Participants who are responsible for carrying out the duties of a Fire Warden within the organisation.

What you said:

“Very informative and well presented.”
Rebecca Kell, Tomkins & Co Solicitors

Rates:

Member rate: €275 | Non-member rate: €350

Start Dates & Locations:

Dublin:
14 October 2020

First Aid Response



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 rate: €350 | Non-member rate: €450

Start Dates & Locations:

Dublin:
29 April 2020
16 September 2020
25 November 2020

First Aid Response Refresher



A 2-Day Refresher course is required at least every 2 years to recertify a PHECC certificate. Course includes practice of all skills, provision of clinical updates and other training need as identified by the instructor.

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:

“Great instructor with interesting applicable stories.”
Vincent Dennany, Actuarial Corporate Reporting Manager, Hansard

Rates:

Member rate: €275 | Non-member rate: €350

Start Dates & Locations:

Dublin:
11 June 2020

Workshop Themes

Risk Assessment



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: €275 | Non-member: €350

Start Dates & Locations:

Dublin:

26 June 2020

15 November 2020

DSE/VDU Risk Assessor



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

Content includes:

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

This programme is for:

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

What you said:

"I feel the course was very well presented. The information was very relevant to my role and I feel I can apply what I have learned in my role and improve the process."

Joanne Burch, KBC

Rates:

Member rate: €275 | Non-member rate: €350

Start Dates & Locations:

Dublin:

26 March 2020

10 June 2020

22 July 2020

30 October 2020

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Embrace Wellbeing for Your Business and Get Accredited

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

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“ The experience 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







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