



ERASMUS+ Staff Training

Overview



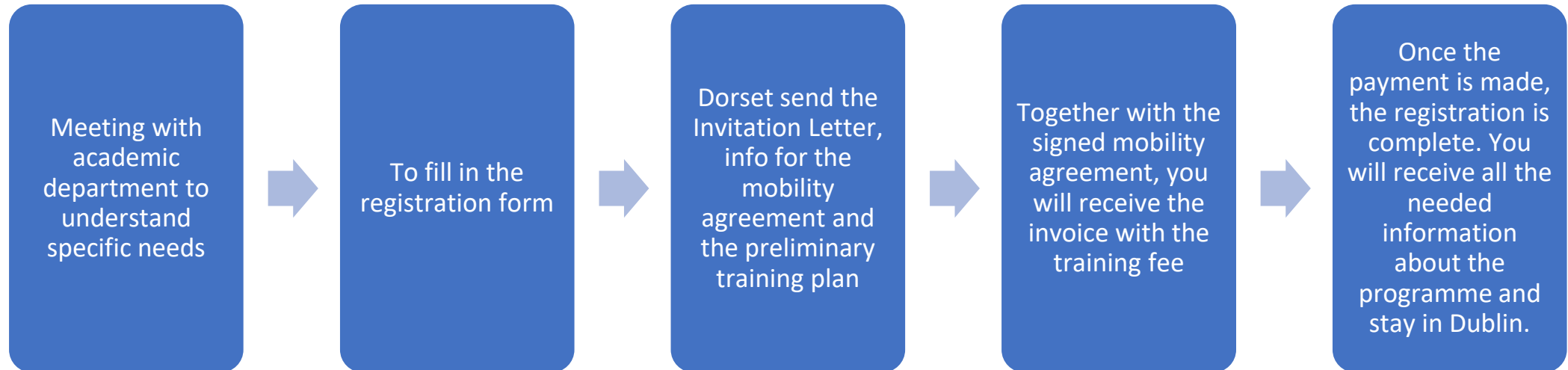
Erasmus+ is the EU's programme to support education, training, youth and sport in Europe.

The **2021-2027** programme places a strong focus on social inclusion, the green and digital transitions, and promoting young people's participation in democratic life.

Quick Facts

- Minimum number of students: 10
- Duration: 1 week – Can be customized to meet the requirements of Groups.
- 20 hours / week – From 9:30am to 1:30pm
- Live Online Classes: 15 hours / week – From 10am – 1pm
- Social Schedule on request.
- Start dates: Feb, Mar, Apr, May, Jun, Sept, Oct, Nov.
- Amount to request funding:
Tuition Only Face-to face €499 / €Online 270

Application Process



Social Activities



The training plan is subject to change based on the needs and expectations of the participants.

The social activities recommended for each day are optional and will be updated one week before the start of the training.

Ireland

- Cliffs of Moher - €40
- Giants Causeway Tour - €40 to €65
- Wicklow and Glendalough Tour - €25
- Belfast / Titanic Museum - €40
- Connemara and Galway - €35
- **Dublin**
- Dublin Bus Hop on Hop off - €15
- Book of Kells Trinity College - €15
- The Church pub – Free Entry
- Epic Museum - €15
- Irish Museum of Modern Art - Free
- Guinness Storehouse Museum - €18
- National Gallery of Ireland - Free

Programmes



- Leadership Skills for Academic Staff
- Project Management
- Advanced English skills for Academic Staff
- Customer service skills for academic administrators
- Academic Writing and Presentation Skills

Leadership Skills for Academic Staff



Academic Leadership

Designed to provide Academic Professionals who wish to create and sustain an academic environment that enables effective leadership and high performance. The course will enable you to identify your strengths and discover the skills and the next-level of competencies you need to develop to better lead yourself, your people and your organisation.



Leadership Skills for Academic Staff

The Leadership & Management course will develop your ability to coordinate and motivate teams through the external and internal challenges that arise. The focus of the programme is to develop skills in the areas of communication, teamwork, influencing, strategic thinking, planning and organising in academia. It will enable you to skilfully lead other people in work-related tasks and activities. The programme will also give an introduction to agile approach and techniques and how they can be used to foster innovation

Who is it for?

For academic staff who are looking to explore and develop their personal leadership style. Fluency in spoken and written English.

Leadership Skills for Academic Staff

Course content

Introduction to Leadership

Analyse the evolving role of leadership over time, to include current and past examples of good leadership and its impact on the turn of events.

Evaluate leadership styles and approaches in a range of public and private contexts, including leadership dilemmas, the need for leadership in all aspects of life, and the impact of personal and public ethics, morals, and values.

Personal Leadership & Project Management

Understand leadership and how individual differences influence personal leadership style.

Demonstrate leadership skills in your chosen environment, including reflection on personal experience and progress.

Leadership Skills for Academic Staff

Leadership & Communication

Apply skills in managing people, resources, projects, as well as an introduction to research and communications techniques.

Leadership & Change Management

The academic environment is constantly changing and evolving and at times present challenges. It is important to understand the importance of leadership and management and commitment of staff performance to achieve positive outcomes.

Looking at the major models of change management to lead your team successfully.

Leadership Skills for Academic Staff

Getting the best from your people

Understand the importance of planning for effective performance, setting realistic goals to enhance performance and establish a mechanism for quantitative and qualitative feedback.

Develop a strategy for training and developing your people capability.

Leadership Skills for Academic Staff

Leadership for Academic Staff Programme 2021



Morning	Afternoon
<p>Monday</p> <p>Analyse the evolving role of leadership over time, to include current and past examples of good leadership and its impact on the turn of events</p> <p>Evaluate leadership styles and approaches in a range of public and private contexts, including leadership dilemmas, the need for leadership in all aspects of life, and the impact of personal and public ethics, morals, and values.</p>	<p>Draw up a personal leadership plan for a task, project, or job, to include strengths and areas for improvement.</p>
<p>Tuesday</p> <p>Demonstrate problem-solving skills, including strategic analysis of issues or problems, action plans, execution of plans, and evaluation of outcomes.</p> <p>Manage projects and tasks, including working with a team on a practical project that results in effective team performance.</p> <p>Handle group dynamics, including facilitating the different roles that people play, conflict resolution, interacting with people who have diverse views and styles, teamwork, and motivating others.</p>	<p>Demonstrate leadership skills in a chosen environment, including reflection on personal experience and progress.</p> <p>Demonstrate the skills in managing people, resources, projects, as well as an introduction to research and communications techniques.</p>

Leadership Skills for Academic Staff



Wednesday

Demonstrate effective communication skills, including oral presentations, listening skills, making suggestions and giving feedback, written documents, and correspondence.

Conduct meetings efficiently, including the use of appropriate meeting etiquette, procedures, and processes in a particular public, private or voluntary context.

Thursday

Analyse the evolving role of leadership over time, to include current and past examples of good leadership and its impact on the turn of events.

Evaluate leadership styles and approaches in a range of public and private contexts, including leadership dilemmas, the need for leadership in all aspects of life, and the impact of personal and public ethics, morals, and values.

Demonstrate problem-solving skills, to include strategic analysis of issues or problems, action plans, execution of plans, and evaluation of outcomes.

Friday

Review

Reflection on personal experience and progress.

Social Event

Advanced English skills for Academic Staff



English is considered to be the International Language of Business and the official language of the European Union and the most widely used in international Academic and business organisations around the world.

This intensive course is offered as a one-week immersion in English language, and is an excellent option for experienced academics who would like a new challenge or need English for specific professional situations.

Who is it for?

This course is specifically aimed at Academic professionals who currently work in an English-speaking environment, or deal with students through the medium of English, and wish to advance their oral and written communication skills.

Advanced English skills for Academic Staff



Course Content

The focus of the course is to develop language skills and build confidence to undertake and complete practical administrative and academic management tasks required within day-to-day operations and functions.

Participants will be exposed to a variety of practical scenarios and transactional situations and focus on appropriate language and grammar elements in order to improve their communicative output.

Minimum Level of English

CEFR B1+/B2 level (Intermediate Plus/Upper-intermediate level)



Advanced English skills for Academic Staff



1. Day one: Monday, Introduction

* Written communication

Writing structure (vocabulary; appropriate language in formal academic writing)

Business correspondence

Formal letter/email writing

- Discussing structure and organisation – focus on coherence and cohesion
- Linking and cohesive devices
- Appropriate punctuation
- Sophisticated business-focused lexical items
- Analysis of sample writing tasks with model answers

Practical writing task with guidance on how to complete
(Particular emphasis on drafting, revising and editing)

Advanced English skills for Academic Staff



2. Day 2: Tuesday

Presentation skills

- Organising and structuring presentations
- Advanced functional vocabulary for presenting
- Summarising key points
- Sequencing and staging – moving through topics
- Handling difficult questions

Preparation and delivery of a short presentation in class followed by a Question & Answer session.



Advanced English skills for Academic Staff



3. Day 3: Wednesday

Data analysis and presentation

- Various types of data presentation forms (tables, pie charts, line graphs, bar charts etc.)
- Language used to discuss quantities and numbers
- Summarising important points
- Predicting future trends

Report writing

Group activity to analyse a combination of data forms in order to identify and summarise the key points in written form

Advanced English skills for Academic Staff

4. Day 4: Thursday

Meetings

- Types of meetings (one-to-one / panel style / group)
- Agreeing/disagreeing
- Organising and articulating ideas and arguments in a coherent manner
- Elaborating on a point of view
- Negotiating and reaching consensus
- Minute taking

Meeting activity

Participants plan and conduct a meeting to reach a decision on a given scenario (focus on incorporating functional language examined in class)

5. Day 5: Friday

Consolidation of elements examined throughout the week

Customer Service Skills for Academic Administrators



The purpose of this course one-week course is to provide academic administrators with the knowledge, skills and competence to provide professional and effective customer service support to academic staff and students in an academic setting.

Who is it for?

Those who work in an academic setting including academic administrators who deal with internal and external customers and general administration staff.

Customer Service Skills for Academic Administrators



Course Content

Introduction

The importance of understanding the principles of customer service in the academic setting.

Identify the key features of good customer service:

- Different kinds of customers
- Making a good first impression
- Meeting customer needs both internally and externally
- Catering for diversity and disability
- Understanding and responding to customer perceptions.

Customer Service Skills for Academic Administrators



Standards by which customer service is developed and measured

Apply the personal skills, qualities and attitudes required to perform effectively when dealing with customers and understand how customer service enhances organisational effectiveness and success.

How customer perceptions can be influenced:

- Personal presentation and conduct of a customer contact person
- Positive body language, creating rapport and being honest with customers
- The importance of active listening skills to understand what the customer requires
- Observation of customer behaviour
- The physical environment

Customer Service Skills for Academic Administrators



Use appropriate communication technologies to include:

Telephone, audio visual, conferencing, email and other interactive media in a range of customer service situations

- Use written and verbal skills to include appropriate style, language and tone
- Respond to customer complaints and compliments in accordance with organisational policy
- Handle a range of challenging situations, to include late and unexpected arrivals, customer errors, difficult customers, changing environments
- Demonstrate team or group work in providing customer care, to include allocation of roles and responsibilities, good communication and feedback, awareness of personal strengths and weaknesses when dealing with customers.

Customer Service Skills for Academic Administrators



At the end of the week you will:

- *Understand the importance and benefits of having excellent customer service skills.
- *Understand how body language and listening play an essential role in providing good customer service.
- *Be able to adapt communication to the customer and their individual needs.
- *Know how to remain professional when providing customer service both in person and over the phone.
- *Understand how to deal with complaints effectively and safely.
- *Understand the importance and relevance of social media.
- *Know how to evaluate customer service through feedback and staff training.

Minimum Level of English

CEFR B1+/B2 Intermediate Plus/Upper-intermediate level

Customer Service Skills for Academic Administrators



Morning

Afternoon

Monday

- Introduction
 - Customer profiles/types
 - Making a good first impression
 - Internal and external customers
 - The role of staff in customer satisfaction
 - Provisions for different customer needs
- to prepare a written charter for a chosen organisation)

Preparation of a Customer charter (group discussion)

Tuesday

- Dealing with complaints
 - Handling complaints effectively
 - Effective listening
 - Demonstrating empathy
 - Recording important details
 - Following up on complaints
- to act out a customer complaint in pairs/groups

Roleplay Participants are given a variety of scenarios

Customer Service Skills for Academic Administrators



Wednesday

Written communication

- Transactional Correspondence
- Responding to queries
- Providing details
- Dealing with complaints

Formal letter/email writing

- Discussing structure and organisation – focus on coherence and cohesion
- Linking and cohesive devices
- Specific lexical items
- Focusing on language and tone to display empathy
- Analysis of sample writing tasks with model answers

Writing task

Drafting and writing a response to a customer complaint case

Customer Service Skills for Academic Administrators



Thursday

Determining customer satisfaction

- Overview of satisfaction surveys
- Sample customer satisfaction tools and templates
- The use of Social Media in brand development and keeping customers happy (social media listening tools)
- Benchmarking to determine optimal service levels

Case study and strategy development

Analyse a company profile to identify an appropriate strategy to measure customer satisfaction using appropriate tools

Friday

Consolidation of elements examined throughout the week.

Social activity

Project Management

Designed to provide academic staff at all levels with a comprehensive introduction to project management that will enable projects to be completed effectively and efficiently. You will develop the project management skills that enables the integration of best practice, people skills and good leadership through focusing on the key project management processes of Initiation, Planning, Execution, Control and Project Closure.

Who is it for?

For academic staff at all levels in an institution.



Project Management



Course Content

The aim is to ensure that the objectives of the project are achieved in the most appropriate way. Designed to extend and foster a deeper level of understanding and application that enables the participant to progress their expertise in Project Management.

- **Initiating**

The first step in the process. This is where the project's value and feasibility are measured; appropriate resources are allocated; and required permissions are put in place

Project Management



- **Planning**

The planning process includes all project knowledge areas, appropriate organisational and technical infrastructures and gives guidance for obtaining resources, acquiring financing and procuring required materials.

The project plan gives the team direction for producing quality outputs, handling risk, creating acceptance criteria, communicating benefits to stakeholders and managing suppliers.

- **Executing**

Executing is all about building deliverables that satisfy the project requirements - this is achieved by allocating resources and keeping team members focused on their assigned tasks. The work and efforts of the team during the execution phase relies heavily on the planning phase.

Project Management



- **Monitoring and Controlling**

The monitoring and controlling phase contains project activities that are managed continuously in a project from start to finish. From initiating to planning to executing and finally closing, these activities are designed to ensure that project deliverables meet the specifications and satisfy requirements.

- **Closing**

The closing process manages the formal sign-off on deliverables, and creates archives and historical data - all of which serve as valuable inputs into any future projects or change initiatives.

Project management when broken down into these five distinct process groups can help your team manage even the most complex projects and use time and resources more effectively and efficiently.

Project Management



By participating in this programme, you will:

Learn how to organise and support projects within the parameters of standard project management frameworks.

Explore best practices and tools in planning, organising, controlling, managing project risks, and successfully delivering projects.

Analyse the key tenets of each phase of the project management life cycle from initiation to lessons learned and the purpose of key documentation.

Analyse the role and benefits of Project Management within matrix organisations.

Put your new knowledge into practice with confidence.

Minimum Level of English

CEFR B1+/B2 Intermediate Plus/Upper-intermediate level

Project Management



Morning

Monday

Initiation

Presentation of teacher and participants

Introduction to the Training Programme and your expectations.

The first step in the process.

The elements that make up a project.

Justification for a project

The Benefits

Identifying Opportunities

Afternoon

Identify 5 characteristics of a project

Projects are enablers of change – Discuss

Company valuations – beyond brand and goodwill – business case.

Capital intensive industries – change for conformance

Sustainability and Bio-diversity – social aspects

Tech / Artificial intelligence – market driven change

Project Management



Tuesday

Planning

Stakeholder analysis

Organizational Process Assets

Enterprise Environmental factors

Risk Management

Quality Management

Collect Requirements

Review a sample project (successful / failed) to understand the planning process;

Leading Change; Risk and Reward balance; Business case; and managing organisational culture and structure.

Project Management



Wednesday

Executing

Managing the triple constraints

Managing trade-offs

Monitoring the execution process

Costs of Quality / Quality tools

Preventive and pro-active risks approach

Verifying and validating that processes meet requirements / specs, etc.

Review a sample project (successful / failed) to evaluate the execution process;
Managing quality; Managing Risks; Managing costs; Project steering committee;
Change control board.

Project Management



Wednesday

Executing

Managing the triple constraints

Managing trade-offs

Monitoring the execution process

Costs of Quality / Quality tools

Preventive and pro-active risks approach

Verifying and validating that processes meet requirements / specs, etc.

Review a sample project (successful / failed) to evaluate the execution process;
Managing quality; Managing Risks; Managing costs; Project steering committee;
Change control board.

Project Management



Thursday

Monitoring and Controlling

End to end cycle

Cost Control

Earned Value management

Scope creep

Variances analyses

Contingency Reserves

Management Reserves

Validating requirements

Conduct the following analysis on a sample project (successful / failed):

Calculate earned value at given milestones

Evaluate scope creep / change control

Allocate contingency reserve

Costs of conformance and non-conformance

Verify any one process for conformance to specifications

Friday

Review and Q&A / Social activity

Academic Writing and Presentation Skills

The focus of this online course is to develop the requisite writing and presentation skills required by academic professionals to support their undertakings in an academic setting and improve their language skills. Specifically, this course aims to provide the necessary skills and techniques to write in an academic format, and be cognisant of academic form and structure.

Who is it for?

This programme will appeal to members of the Academic community and postgraduate students who wish to progress their careers and publish research findings or academic work in a more sophisticated and appropriate manner.

Academic Writing and Presentation Skills



Course Content

- Writing structure (vocabulary; appropriate language in formal academic writing)
- Referencing systems (Punctuation citing; Direct quotations (short and long), paraphrasing and summarising; Paraphrasing; Secondary referencing; Reference lists)
- The notion of plagiarism (supporting an argument; using and understanding plagiarism software; interpreting similarity scores)
- Analysis of various text styles and genres and their standard conventions
- Reviewing and Editing Academic Writing (Drafting academic work; Purpose of drafting; How editing improves academic argument; strategies for editing academic work)