



# Griffin

# Training

Solutions for a modern  
workforce

**Human  
Resources**

**Training**

**Courses**

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## **Human Resource Training**

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### ***Interviewing, Selecting and Retaining Talent***

The strength of an organisation is measured in the strength of its workforce. Therefore the human capital of an organisation is of vital importance. This course is aimed at assisting companies to build human capital effectively. By training human resource staff on the practicalities of interview, selecting and retaining talent a company ensures the future strength of its workforce. This course focuses on the interviewing process, including the legalities of interview staff, the criteria a company should use on when selecting staff and how best to retain Staff.

#### Objectives:

- To fully understand the importance of Staff Capital
- To fully grasp the legalities of the interview process in Ireland
- To develop the skills necessary to interview potential staff
- To develop criteria necessary to select staff
- To understand what is necessary to retain staff

#### Content:

- The Workforce as Staff Capital
  - The Employment Process
  - The objectives and Aims of Interviewing
  - The Legalities of Interviewing Staff in Ireland
  - Conducting an Interview
  - Developing Criteria Necessary to Select Staff
  - Retaining and Building on Staff Capital
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## ***Performance Management and Appraisal Techniques***

A vital tool used by managers around the world to develop and improve the effectiveness of an organisation's workforce is that of performance management and staff appraisal. By utilizing a proper system of staff appraisal a company can bolster staff productivity and performance. Staff who are subject to performance management reviews and regular appraisals are made fully aware of what is expected of them, how their performance is to be assessed as well as what incentives and rewards are available to them. In this way staff are more likely to feel valued and therefore perform better. A company needs the proper techniques in order to maximise on staff appraisal systems. This course is designed to assist participants to implement and maintain an effective appraisal system.

### **Objectives:**

- To understand the importance of performance management and correct appraisal techniques
- To understand how staff respond to performance management and appraisal programmes
- To develop the necessary skills to implement and manage a performance management and appraisal programme

### **Content:**

- The Importance of Performance Management
  - The Disadvantages of Working Without Expectations
  - The Value and Objectives of Performance Management and Appraisal
  - Valued Staff, Productive Staff
  - Quantifying Performance
  - Criteria for Appraisal
  - Negative Appraisal Techniques
  - Correct Appraisal Techniques
  - Implementing a Performance Management and Appraisal System
  - Maintaining the System
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### ***Train the Trainer-Training Effectively***

The benefits of life-long learning and on going training are well known. However, very few companies and organisations have the skills necessary to implement an effective on-going training programme. To have a training support team is of great value to any organisation as these staff members can assist in training new staff, keeping existing skills up to date and develop new skill sets as necessary. This course is designed to give participants the knowledge and skills necessary to deliver training programmes for their organisations and to initiate high quality effective training.

#### Objective:

- To understand the purpose and role of training and skills development
- To fully grasp the role of the trainer as initiator, group leader, teacher and facilitator
- To gain the knowledge and skills necessary to identify an organisation's needs
- To gain the skills necessary to facilitate training groups
- To gain an in-depth understanding of effective communication and barriers to effective communication
- To understand how learning occurs and how best to assist learning
- To gain the knowledge and skills necessary to implement training systems
- To gain the knowledge and skills necessary to develop training programmes

#### Contents:

- The Role Training Plays within an Organisation
  - The Role and Purpose of the Trainer
  - Effective Communication and Barriers to Communication
  - Assertiveness Skills
  - The Means by which People Learn
  - The Barriers to Learning
  - How to Identify an Organisation's Needs
  - How to Develop a Course/Training Programme
  - The Basic Structure of a Course
  - Delivering Effective Seminars
  - Interaction as the Key to Learning
  - Facilitating Groups and Group Interaction
  - Training Aids
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- Assessing the Effectiveness of a Training Programme
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### ***Developing a Training Programme***

Organisations who have identified their training needs and implemented training programmes make the most of their human capital by ensuring their staff have up to date knowledge and skills. In order to do this organisations need to assess their current as well as future needs, taking into account market trends and predictions. By understanding what skills will be necessary for tomorrow's challenges organisations can ensure that their staff are always ready to meet the challenges they face. This will ensure the future of an organisation as well as its staff. The purpose of this course is to assist participants to identify current and future trends, to recognise the challenges the organisation and its staff are currently facing and are likely to face in the future, and to develop a training programme that meets these challenges effectively.

#### **Objective:**

- To identify and understand current and future trends in the market
- To identify current and further challenges an organisation may face
- To identify current and future training needs
- To develop, assess and maintain a training system and programme

#### **Content:**

- The Role and Effect of Training within an Organisation
  - Identifying and Understanding Current and Future Trends Within the Market
  - Identifying Current and Future Challenges
  - Identifying the Training Needs of an Organisation
  - Developing a Training System
  - Assessing the Effectiveness of a Training System
  - Maintaining the Training System
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### ***How to Impact and Motivate Staff in 15 Minutes***

Staff productivity is directly related to staff motivation. The more driven staff are, the more likely they are to succeed. Successful companies know this and do everything in their power to motivate their staff. While motivational seminars, targets, incentive packages and performance appraisals are all valuable tools to promote motivation often they require immense resources such as manpower, money and most importantly time. Successful managers know how to motivate and positively impact staff using the least amount of resources possible. Often a 15 minute talk or demonstration, if done correctly, can have a greater impact than an entire team building day. This course is aimed at equipping participants with the knowledge and skills necessary to deliver high impact talks and presentations that motivate and enthuse. Participants will be introduced to the basics of decision making, barriers to motivation, how to influence the will and desire, high impact communication, the keys to effective presentations and motivational techniques. On completion participants will be able to combine this knowledge into 15 minute high impact presentations.

#### **Objectives:**

- To understand the basics of motivation
- To understand the barriers to motivation
- To acquire the skills necessary to deliver effective presentations
- To gain an understanding of motivational techniques

#### **Contents:**

- The Positive Effect of Motivated Staff
  - Negative Motivational Influences
  - The Basics of Decision Making
  - Will and Desire as Drive
  - High Impact Communication
  - The Keys to Effective Presentation
  - Motivational Techniques and Strategies
  - 15 minutes to Change the World
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## ***Conflict Handling and Resolution Skills***

Whenever people work together conflict is sure to ensue. As individuals we all have different views about the world we live in and interact with. As issues arise in the workplace and individual interact misunderstandings, disagreement and differences of opinion may cause conflict. Conflict, although a natural part of the workforce, has the potential to be detrimental to the organisation. Therefore, if an organisation is to thrive it needs to be able to handle conflict. While the forms and reasons for conflicts differ, there are still basic principles common to all conflicts. The aim and purpose of this course is to assist participants to identify possible causes of conflict, key conflict denominators, barriers to resolutions and possible solutions. Upon completion participants should understand the stages of conflict and gain the knowledge and skills necessary to put conflict resolutions in place.

### Objectives:

- To understand common causes of conflict
- To understand the stages of conflict
- To gain the skills necessary to resolve conflict

### Content:

- An Introduction to Conflict
  - Common Causes of Conflict
  - Conflict Denominators
  - Stages of Conflict
  - Barriers to Conflict
  - Overcoming Barriers to Conflict
  - Conflict Resolution Skills
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## ***Managing Stress in the Workplace***

Stress is defined as forces from the outside world impinging on the individual. Stress is a normal part of life and can be useful in helping us develop and learn. Stress releases powerful neurochemicals and hormones that prepare us for action. Although stress is normal, stress that is prolonged, uninterrupted, unexpected and most importantly unmanaged will have a negative influence. Often the workplace and corporate environments are places of abnormal stress. When this is the case the employees begin to suffer under abnormal stress levels. Conflicts may arise, a drop in job satisfaction is followed by a drop in productivity and this ultimately affects an organisation's bottom line. Organisations who expose their staff to stressful situations need to help their staff manage these stresses in order to ensure a healthy, vibrant and successful future for their organisation.

This course is aimed at assisting companies and employees to handle stressful situations through stress managing techniques. On completion participants should understand common causes of stress, the symptoms of abnormal stress and the effect this can have. They will learn to put in place practical stress management strategies to decrease the causes and effects of stress.

### Objectives:

- To understand the causes and effects of stress
- To identify possible abnormal stresses
- To manage stress effectively

### Content:

- Stress as a Normal Aspect of Life
  - Negative Stress
  - The Causes of Stress
  - The Symptoms and Effects of Stress
  - The Company's Role in Managing Stress
  - Relieving Stress During Normal Work Activities
  - Personal Stress Management
  - Advanced Stress Management Technique and Strategies
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## ***Workforce Creativity and Innovation***

The most successful organisations in the world are the most creative and innovative. Creativity and innovation allows an organisation to meet the challenges of change and modern economic environments with innovative problem solving techniques. This is only obtainable through a creative and innovative workforce made up of creative and innovative staff. A successful company will promote creativity and innovation within its workforce in order to equip its staff with the skills necessary to meet the challenges they face. The aim of this seminar is to promote creativity and innovation so that staff gain the skills necessary to rise up to ordinary as well as extraordinary challenges. On completion of the course participants should understand the importance of creativity and innovation within the workplace. Participants should grasp the key aspects of innovation and gain the skills necessary to use creativity and innovation to meet the challenges they face.

### **Objectives:**

- To understand the role of creativity and innovation within the workplace
- To promote creativity and innovation
- To gain the skills necessary to meet challenges with creative and innovative solutions

### **Content:**

- Defining Creativity and Innovation
  - The Role of Creativity and Innovation in the Workplace
  - Barriers to Creativity
  - The Organisation as a Learning Organisation
  - How to Promote and Foster Creativity and Innovation
  - Meeting Modern Challenges with Creative and Innovative Solutions
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## ***Team Building Techniques***

An organisation's human capital is the most valuable resource an organisation owns. Yet if its staff cannot work together as a team this human capital becomes meaningless. Modern workforces need teams that can work together to achieve the company's goals. This course is designed to give participants the skills necessary to develop corporate teams. Participants will be introduced to team dynamics, group interaction, conflict resolution and team development.

### Objectives:

- To understand the role and purpose for the corporate team
- To understand the basics of team dynamics
- To be aware of the barriers to team development
- To gain the necessary skills to assist corporate team building

### Content:

- The Role and Purpose of Corporate Teams
  - An Introduction to Group Interaction
  - The Basics of Team Dynamics
  - Conflict Resolution for Team Dynamics
  - Strategies to Promote Team Cohesion
  - Practical Team Building Techniques
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## About Us

Griffin Training believes that ongoing training should be an essential part to of every modern business. One of the greatest assets an organisation has is its workforce and investing in it makes good business sense. Only through constant training and development can people be sure that they have the best human resources and skills available.

### We focus on three primary areas:

#### 1) *Quality*

All our trainers are educated to at least Master's Degree level. They are experienced presenters and experts in their chosen fields. They have experience in developing training courses, presenting seminars, one-on-one training, facilitation, mediation and are up-to-date with the latest research methods. We design our courses using the best research techniques, the latest information available and industry feedback. We go to great lengths to investigate the implications of our courses, and are in-line with both Irish and international training trends.

#### 2) *Convenience & Flexibility*

- All our courses are customisable at no additional cost
- We require **No Minimum** numbers
- No pre-determined dates or times
- All course durations are flexible to suit you
- Train on-site or at one of our facilities around the country

#### 3) *Cost effectiveness*

- We guarantee a cost effective service that is better than our competitors
- We offer Group Discounts
- We offer Non-Profit/Charity Discounts

## We go to you or you can come to us.

## Convenient City Centre Location

### Further information:

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# Compare Us

Solutions for a modern workforce

## Contemporary Training

- Require Minimum Numbers
- Inflexible
- Expensive
- Only Off-Site Training
- Set Course Contents & Lengths
- Set Dates and Times
- Not Directly Relevant
- Loss of Staff Productivity
- No Guarantee

## Griffin Training

- No Minimum Numbers
- Flexible Options
- Guaranteed Cost-Effectiveness
- On or Off-Site Training
- You Choose Contents & Length
- You Choose Dates and Times
- Courses Are Directly Relevant To You
- Staff Can Be Trained While They Work
- We Guarantee You Will Be Satisfied



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