

## Learning and Development Plan 2012-2013

### Essential and Highly Recommended Trainings

#### Business Need Targeted

South Asia Vision for 2015: We will drive forward equal opportunities and diversity, Good Employer Practice and Health and Safety Policy  
Essential courses **must** be added as deliverables in performance portfolios of **all** Line Managers

L&D Area and Details	Resource and Delivery	Scheduling	For colleagues who would like to:
<b>Equal Opportunity and Diversity</b>	<b>EO&amp;D Activity Week</b>	November 2012	Strengthen understanding of EO&D in our cultural relations work
<b>Recruitment and Selection</b> <i>Highly Recommended</i>	<b>Training Workshop</b>	September 2012	Be involved in recruitment and selection activities, and strengthen understanding of the recruitment process
<b>Information Management</b>	<b>L&amp;D Portal</b> <u>Online Course on Information Management</u>	No Set Time	Understand how the Freedom of Information Act and Data Protection Act applies to the information we manage
<b>Health and Safety Refresher</b>	<b>Training Workshop</b>	January 2013	Understand their responsibility for the health and safety of themselves and others
<b>Media Relations</b> <i>Highly Recommended</i>	<b>L&amp;D Portal</b> <u>Online Course on Media Relations</u>	No Set Time	Build a media strategy, learn what makes a good press release and a good news story, and network in the media industry

<b>Child Protection</b>	<b>L&amp;D Portal</b> <u>Online Course on Child Protection</u>	No Set Time	Understand what child abuse is, how to prevent potential risk, recognise early signs of possible problems and receive guidance on good practice
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## Developing the British Council Behaviours

### Business Need Targeted

The Behaviours set out what is required to be more successful as a cultural relations organisation working in partnership and with a more commercial approach  
The Behaviours will be assessed every year, and will affect your year end ratings.

L&D Area and Details	Resource and Delivery	Scheduling	For colleagues who would like to:
<b>Being Accountable</b> Show accountability and commitment to the British Council and demonstrate resilience and determination.	<b>L&amp;D Portal</b> <u>Being Accountable Course</u>	No Set Time	<ul style="list-style-type: none"> <li>Delegate with confidence</li> <li>Manage performance</li> <li>Manage budgets, risk and governance</li> <li>Master personal leadership style</li> </ul>
<b>Connecting with Others</b> Find common ground and build relationships and connections to support British Council goals.	<b>L&amp;D Portal</b> <u>Connecting with Others Course</u>	No Set Time	<ul style="list-style-type: none"> <li>Develop and manage internal &amp; external relationships</li> <li>Represent the British Council and understand the environment</li> <li>Empower others to be successful</li> <li>Influence and persuade, &amp; network effectively</li> </ul>
<b>Making it Happen</b> Deliver excellent results, achieve challenging goals and develop myself and others.	<b>L&amp;D Portal</b> <u>Making it Happen Course</u>	No Set Time	<ul style="list-style-type: none"> <li>Lead change</li> <li>Grow business, show commercial and entrepreneurial acumen</li> <li>Demonstrate professional confidence and assertiveness</li> <li>Develop capability and initiative</li> </ul>
<b>Working Together</b> Knowing that we will achieve more with other people than we can do separately, by sharing goals and resources to add value	<b>L&amp;D Portal</b> <u>Working Together Course</u>	No Set Time	<ul style="list-style-type: none"> <li>Build stakeholder engagement and partnership work</li> <li>Resolve conflicts and coach on advanced level</li> <li>Build high performing teams, especially virtual teams</li> </ul>

<p><b>Shaping the Future</b> Achieve better business, innovation and growth by using professionalism, knowledge and expertise to create a clear focus on achievement.</p>	<p><b>L&amp;D Portal</b> <u>Shaping the Future Course</u></p>	<p>No Set Time</p>	<ul style="list-style-type: none"> <li>• Think strategically and plan business</li> <li>• Manage ambiguity and think analytically</li> <li>• Develop talented staff</li> <li>• Understand the environment (strategic)</li> </ul>
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## Communication Skills

### Business Need Targeted

South Asia Vision for 2015: Undertake all programmes with strategic partners by 2013/ 2014 and improve communications with internal and external stakeholders

L&D Area and Details	Resource and Delivery	Scheduling	For colleagues who would like to:
<b>Partnership Development</b>	Training Workshop/ Seminar	October 2012	Build and maintain mutually beneficial relationships with external stakeholders More relevant to Grade G and above
<b>Presenting in Front of Others</b>	Training Workshop	July 2012	Present confidently and effectively to internal and external stakeholders More relevant to Grade H and above
<b>Negotiation and Influencing</b>	Training Workshop	September 2012	Master the skill of negotiating and influencing, with staff, stakeholders, suppliers or customers More relevant to Grade H and above
<b>Impressions Management</b>	Training Workshop	December 2012	Project a professional image of themselves while dealing with internal and external stakeholders
<b>Journalistic Writing</b>	Training Workshop	October 2012	Write effectively for publications e.g. for newsletters, press, blogs More relevant to Grade H and above
<b>Business Writing</b> M1: Meeting Minutes	<b>L&amp;D Portal</b> <u>Business Writing Online Pocketbook</u>	No Set Time	Write concise and easy to read meeting minutes More relevant to Grade H and J
<b>Business Writing</b> M2: Proposal Writing	<b>L&amp;D Portal</b> <u>Business Writing Online Pocketbook</u>	No Set Time	Write well researched, compelling proposals for external stakeholders More relevant to Grade G and H
<b>Business Writing</b> M3: Report Writing	<b>L&amp;D Portal</b> <u>Business Writing Online Pocketbook</u>	No Set Time	Tackle their next report with confidence and professionalism More relevant to Grade G and H

<b>English Language Improvement Programme</b>	<b>Long Term Programme in All Offices</b>	Launched in July	Strengthen their written and spoken English to communicate better. For more information, please contact HR.
<b>Email Etiquettes</b>	<a href="#">Webinar</a>	July 2012	Apply the understanding of the ins and outs of electronic communication

## People and Self Management Skills

**Business Need Targeted**  
 Staff Survey 2011: Employee Development is high strategic priority for BCP  
 Managing Shifts Occurring due to changes in Karachi, Exams and BCIC among others

L&D Area and Details	Resource and Delivery	Scheduling	For colleagues who would like to:
<b>People Management Excellence Marathon</b> M1: People Management	<a href="#">Training Workshop</a>	September 2012	Achieve excellence in managing people
<b>People Management Excellence Marathon</b> M2: People Development	<a href="#">Training Workshop</a>	September 2012	Achieve excellence in developing people
<b>TACOS Refresher Course</b>	<a href="#">Webinar</a>	October 2012	Learn about or refresh their understanding of the Terms and Conditions of Service for Pakistan, and make basic judgement calls in exception situations
<b>Coping with Change</b>	<a href="#">Training Workshop</a>	September 2012	Understand the change management process learn how to manage employee resistance and facilitate change in their teams
<b>Stress and Time Management</b>	<a href="#">Training Workshop</a>	September 2012	Prioritize tasks and activities, eliminate unnecessary interruptions, and manage time to reduce stress
<b>Emotional Intelligence</b>	<a href="#">Training Workshop</a>	October 2012	Foster cooperative working relationships, improve their own overall effectiveness and for managers who would like to motivate and engage their teams

<b>Attitude Communication Teamwork (ACT)</b>	Training Workshop	10-11 October 2012	Develop the Right Attitude towards work, develop behaviours geared for quality, honesty and respect; inculcate team bonding to synergy and efficiency take personal responsibility and initiative for own development
<b>Management Foundation Course</b>	Training Workshop	November 2012	Improve their communication / interpersonal, problem solving and decision making skills, manage conflict and build leadership capacity

## Project, Financial and Administration Skills

### Business Need Targeted

SA Vision for 2015: Encouragement of co-creation of projects with partners  
To re-enforce the introduction of SAP and its streamlining into the BC financial system

L&D Area and Details	Resource and Delivery	Scheduling	For colleagues who would like to:
<b>Project and Budget Management: Basic</b>	Training Workshop Internal Trainer: TBC	November 2012	Understand the project management process, including planning, implementing, monitoring, and evaluation using scorecard. More relevant to Grade H colleagues
<b>Project Management Professional</b>	Training Workshop Project Management Institute	November 2012	Learn new or improve existing project planning skills More relevant to Grade G and F colleagues
<b>Monitoring and Evaluation Through Scorecard</b>	Webinar Internal trainer- TBC	December 2012	Learn new or improve project M&E techniques in relation to scorecard. More relevant to Grade H and above
<b>FABS/ SAP Basic Overview</b>	Webinar via L&D Portal Trainer: Global BC trainer	Individually scheduled	Understand the different modules of SAP and how they link together, and where to charge - both General Ledger (GL) accounts and Work Breakdown Structure (WBS) elements
<b>FABS Procurement</b>	Webinar via L&D Portal Trainer: Global BC trainer	Individually scheduled	Understand, monitor and manipulate key Purchase Order reports and solve common procurement related issues
<b>FABS Basic Travel and Expenses</b>	Webinar via L&D Portal Trainer: Global BC trainer	Individually scheduled	Understand the Travel and Expenses process, the roles involved, information required for creating and approving Travel Requests and Travel Claims

<b>WBS Monitoring and Reporting</b>	<b>Webinar via L&amp;D Portal</b> Trainer: Global BC trainer	Individually scheduled	Run and manipulate the WBS Actual vs Plan with Forecast report to help identify incorrect postings to WBS, monitor in-year performance against plan and forecast performance to year end
<b>Contract Drafting</b>	<b>Training Workshop</b>	November 2012	Understand how to draft contracts using the recently introduced global model

## IT and Marketing Skills

### Business Need Targeted

SA Vision for 2015: We will improve our staff's digital skills and draw in more expertise.

SA Vision for 2015: Improve our audience analysis and research

L&D Area and Details	Resource and Delivery	Scheduling	For colleagues who would like to:
<b>Making Great Power Points</b>	<b>Training Workshop</b>	September 2012	Structure and design their Power Point presentations to create maximum impact. (Note: This is a generic workshop that does not adhere to British Council Branding Policy)
<b>Excel Basic</b>	<b>Training Workshop</b>	July 2012	Make basic and advanced calculations using formulas, and learn tips and tricks of using Excel
<b>Excel Advanced</b>	<b>Training Workshop</b>	January 2012	Interpret, present and analyze data in Excel
<b>Using Outlook Effectively</b>	<b>Training Workshop</b>	January 2012	Personalize and organize their email, manage Outlook data files, share and link contacts, archive items, and learn tips, tricks and shortcuts.
<b>Digital Marketing- A Crash Course</b>	<b>Training Workshop</b>	September 2012	Design, implement, monitor and evaluate their digital marketing strategy including social media marketing and email marketing, among mediums
<b>Business and Market Intelligence</b>	<b>Training Workshop</b>	October 2012	Identify the market environment, its characteristics and opportunities in relation to our own infrastructure and strategic priorities

<b>Business Development and Selling</b>	Training Workshop	February 2012	Develop and improve their business development skills using influence and persuasion tactics
<b>Networking Skills</b>	Training Workshop	January 2012	Strengthen relationships for career and business success by establishing life-long, profitable business relationships through networking

## Customer Service Skills

### Business Need Targeted

SA Vision for 2015: Need to demonstrate ability to offer excellent customer service before prospective partners commit funding to our programmes.

L&D Area and Details	Resource and Delivery	Scheduling
<b>Customer Service Programme</b>	Long Term Programme	All year

## HR and Other Soft Skills

### Business Need Targeted

Staff Survey 2011: Employee Development is high strategic priority for BCP

L&D Area and Details	Resource and Delivery	Scheduling	For colleagues who would like to:
<b>Performance Management</b> Module 1: Planning	Webinars	July 2012	Write SMART deliverables, meaningful performance development objectives and increase understanding of planning process
<b>Performance Management</b> Module 2: Reviewing	Webinars	October 2012	Provide better feedback, identify areas of development, coach and increase understanding of reviewing process
<b>Performance Management</b> Module 3: Evaluating	Webinars	April 2013	Write effective narratives, evaluate performance, identify areas of development and increase understanding of evaluation process
<b>Performance Management</b> Module 4: Career Development	Webinars	April 2012	Hold effective career development conversations

<b>Filling out the Internal Application Form</b>	Training Workshop	February 2012	Increase their chances of success in an internal shortlisting process at the British Council
<b>Giving Great Interviews</b>	Training Workshop	January 2012	Increase their chances of success in an internal interview process at the British Council
<b>Professional Development Scheme</b>	PPDS 2012-2013	TBC	Avail financial support for pursuing various forms of learning and development such as training and educational courses.
<b>Job Shadowing Scheme</b>	Connect Pakistan 2012-2013	Launched in August	Improve in their current role by taking the opportunity to observe how another colleague performs their role