

CPD Hours/Points



legal-island



2009 Programme of Events for NORTHERN IRELAND

From generalist courses to specialised events for the niche practitioner, large conferences or small workshops; there's something here for everyone concerned with the world of work and the law that governs it in Northern Ireland.

For 2009 we have teamed up with more employment law specialists, HR professionals and award-winning trainers than ever before. We are especially pleased to announce that for 10 of our events we will be partnered by the **Belfast Telegraph**.

Details of all our 2009 courses are inside and online at www.legal-island.com

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Telegraph**



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The Northern Ireland HR Conference 2009

Why this event?

Northern Ireland doesn't have a major HR-only conference. We have decided to use our know-how and experience to provide what we hope will be the biggest HR event in Northern Ireland every year.

What will I get out of it?

- The latest thinking on the big issues facing the HR community in Northern Ireland;
- a range of optional workshops on topics that interest you;
- a full set of notes from all sessions;
- a chance to network with other HR professionals from throughout Northern Ireland and beyond;
- enough fun extras to make this as enjoyable as it is educational.

Course overview/outline programme

The morning plenary sessions focus on getting the most out of the workforce in harsh economic times and include two panel Q&A sessions.

The afternoon consists of three streams of themed workshops on:

- the essentials of a great place to work
- changes and restructuring in the public sector and
- training/HRD.

Who is it for?

HR Professionals, particularly those experienced in the field.

Date & Duration: 25 March, 9.30am-4.30pm

Cost Code: **PURPLE**

Location: Ramada Hotel, Shawsbridge, Belfast

Trainers & Speakers:

Multiple Speaker Event - details available on a separate brochure.

Belfast Telegraph



Other Events from the Belfast Telegraph and Legal-Island

- Alcohol & Drugs Testing in the Workplace (18 Feb)
- Image and Impact (1 April)
- How to Generate Low Cost & No Cost Publicity (2 April)
- Successful Budgeting for Non-finance Staff (13 May)
- Belfast Telegraph NI Recruitment Conference 2009 (27 May)
- Greening the Workplace (10 June)
- Procuring Contracts and Ensuring You Get Paid (11 June)
- Director's Duties & Company Law Update (29 Sept) (Half Day)
- Those First Six Months (14 Oct)



Annual Review of NI Employment Law 2009

Why this event?

Employment law changes faster than any other area of law. At Legal-Island we report on 150 cases per year on our email update service alone. Legislation also changes every year – even more so now that so many rights emanate from the EU. You must keep up-to-date or fall behind and make poor and costly decisions.

What will I get out of it?

Our Annual Reviews are the biggest employment law events in Northern Ireland. In addition to two parallel programmes, comprehensive notes on the latest employment law changes and the most knowledgeable speakers around, you get the best networking event of the year and multiple fun extras that make this the must-attend event of the year.

Course overview/outline programme

We don't know what we will feature in 2009 but the topics will focus on the major areas of change that have occurred in that year, together with an optional twin track of the hottest HR issues. Our 18 sessions at our 2008 Review included:

- Review of the Year Parts 1 & 2
- Sex Discrimination Changes
- EU Developments on Agency Workers and Working Time
- NI Tribunal & NICA Cases
- Age Discrimination 2 Years on
- Spotting the Signs of Mental Illness at Work
- And much, much more

Who is it for?

Anyone who wants to stay up to date with the major employment law changes affecting Northern Ireland.

Date & Duration: 12 & 26 Nov, 9.30am-4.30pm

Cost Code: **PURPLE**

Location: Culloden Hotel, Belfast (12 Nov)
Ramada Hotel, Shawsbridge, Belfast (26 Nov)

Trainers & Speakers:

Multiple Speaker Event. Our 2008 Review featured 16 speakers, including Sir Reg Empey and some of the best trainers and solicitors throughout Northern Ireland.

If you like the bigger networking events, why not look at our **Northern Ireland HR Conference** (March 25) and the **Belfast Telegraph's NI Recruitment Conference** (27 May)?



Dealing with Conflict in the Workplace

Why this event?

Conflict happens everyday at work. Sometimes it's healthy but it can easily get out of hand and ruin working relationships and output. Managers need to know the costs of conflict and how to deal with it.

What will I get out of it?

We change the content of this course every year but delegates will have a choice of sessions throughout the day, full notes from all sessions and a mixture of practical advice and the law on conflict at work. Always a popular event, this course is a fantastic networking opportunity and a chance to pick the brains of some of the top people in conflict resolution.

Course overview/outline programme

The sessions vary from year to year, depending on what is the latest thinking around conflict at work. In 2008, we covered:

- The Psychological Contract
 - Emotional Intelligence
 - Conducting an Investigation
 - Conflict Coaching
 - Assertiveness for Managers
- and much more in our 14 sessions.

Who is it for?

HR Professionals and other people managers who need to deal with conflict at work situations.

Date & Duration: 19 Feb, 9.30am-4.30pm

Cost Code: **SILVER**

Location: Holiday Inn, Ormeau Avenue, Belfast

Trainers & Speakers:

Multiple Speaker Event. Last year we had 10 facilitators at the event. Confirmed Speakers for 2009 include locally-based trainers Denise Cranston and Michele Groves

"Each session gave great guidance on the topic and highlighted area for further learning"

5★★★★★

Grant Mackie
HR Officer, Balcas

May 2008

"Super set up. The system of running short sessions on different related topics was refreshing and kept interest"

5★★★★★

Audrey Kyle
HR Manager, Larne Borough Council

May 2008



Essentials of Employment Law

Why this event?

How often have managers heard the phrase, "I know my rights?" Every one of us is governed by myriad employment rights and obligations. This best selling course sets out the important ones in easy to understand sections and explains how the law of contract binds these rights and obligations together.

What will I get out of it?

A comprehensive overview (and equally comprehensive notes) on the main employment laws that apply in Northern Ireland, such as family-friendly rights, holiday entitlement, discrimination and dismissal law, and employment protection rights. Understanding will be reinforced through group exercises.

Course overview/outline programme

- Sources of Modern Employment Law
- Finding Help with Employment Problems
- Commencement of Employment
- Duration of Employment
- Equality & Discrimination Issues (Parts 1-3)
- Disciplinary & Grievance Issues
- Terminating the Employment

Who is it for?

HR staff or other managers who want to know more about employment law, as well as solicitors looking to move into this field.

Date & Duration: 10 March and 16 Sept, 9.30am-4.30pm

Cost Code: **SILVER**

Location: Comfort Hotel, J1, Antrim (10 March)
Holiday Inn, Belfast (16 Sept)

Trainers & Speakers:

Pat Maxwell, UUJ
Lisa Tracey, Departmental Solicitor's Office
Jenine McCourt, Rosemary Connolly Solicitors

"Very informative, friendly, relaxed atmosphere."

5★★★★★

Victoria Morrow
Finance Officer Audiences NI

Feb 2008

"Notes are brilliantly organised."

5★★★★★

Tessa Stock,
Ulster Wildlife Trust

Feb 2008



Dismissal & Disciplinary Matters

Why this event?

Nobody should like doing it, but dismissal is a part of working life. Managers and lawyers who get the process wrong create problems and costs.

What will I get out of it?

This course combines a comprehensive overview of dismissal law and notes for future reference with practical advice and exercises on discipline at work. Template letters and other materials compliant with the statutory dismissal procedures are used on this course.

Course overview/outline programme

The morning sessions concentrate on unfair dismissal law and the afternoon focuses on practical advice on dealing with disciplinary matters:

- **Introduction and Preliminary Issues**
The Law Relating to Unfair Dismissal – Introduction and Eligibility Criteria
Automatically Fair/Unfair Dismissal
- **Substantive Issues**
The Six Potentially Fair Reasons for Dismissal
Fairness in all the Circumstances
- **Deciding Fairness**
- **Breach of Contract and Constructive Dismissal**
Constructive Dismissal – Examples and exercises
- **Awards of Compensation**
What to expect if you win or lose the case
- **Disciplinary Investigations**
Practical tips on gathering and analysing evidence
- **Dismissal and Disciplinary Procedures**
General Points Regarding Disciplinary Procedures
- **Putting the Procedures into Practice**
How to draft letters, deal with inter-related grievances and stay within the law
- **Exercises**
Dealing with difficult issues such as employees who go sick, refuse to give evidence/statements and inconsistencies of treatment

Who is it for?

Anyone who has responsibility for carrying out or advising on disciplinary or dismissal processes.

Date & Duration: 10 March and 16 Sept, 9.30am-4.30pm

Cost Code: **SILVER**

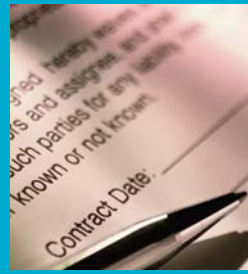
Location: Comfort Hotel, J1, Antrim (10 March)
Holiday Inn, Belfast (16 Sept)

Trainers & Speakers:
Scott Alexander, Legal-Island
Lorraine Toolan, EEF

“Very knowledgeable speakers dealing with complex issues... I liked most the extensive supplementary information which is provided”

Feb 2008

Sandra Kelly,
HR Manager, Limavady BC



Preparing for an Industrial Tribunal

Why this event?

Industrial tribunals are frightening for the uninitiated and far more formal than they were intended to be when created. Participants who fail to prepare might as well prepare to fail, as the saying goes.

What will I get out of it?

You will get a choice of options from two themed streams of 7 sessions each, notes from all 14 sessions, the opportunity to pick the brains of some of the tribunal system's leading practitioners and the confidence from observing or taking part in a mock tribunal case.

Course overview/outline programme

Delegates choose throughout the day from options such as:

- Preparing & Submitting the Claimant's/Respondent's Case
- Helping your Representative Help You
- Applying for Costs
- Withstanding cross-examination
- Preparing for the hearing: Parts 1 & 2
- Challenging the IT Decision
- The Closing Address

Who is it for?

This course is a twin-track event, with one stream for employers and witnesses and the other for lawyers and representatives.

Date & Duration: 11 March, 9.30am-4.30pm

Cost Code: **SILVER**

Location: Holiday Inn, Ormeau Avenue, Belfast

Trainers & Speakers:
Multiple Speaker Event. In 2008 we had 8 speakers including Martin G O'Brien B.L and Noelle McGrenera QC

“Role play exercises excellent way of showing the process.”

5★★★★★

Maureen Mullholland,
Executive Officer, DRD

March 2007

“Very well run and organised event that fulfilled my requirements completely” 5★★★★★

Anna-Marie Travers,
HR, Genesis Breads

March 2007



NI & Irish Employment Law - A Comparison

Exclusive to Legal-Island

Why this event?

Many organisations have employees in both Northern Ireland and the Republic of Ireland. A common misconception is that employment law in both jurisdictions is broadly similar. In fact, now, in many areas the law relevant to the workplace is very different.

What will I get out of it?

Extended from a half to a full day due to customer demand, this event is designed to consider and compare the key components of employment law in Northern Ireland and the Republic of Ireland. The speakers are renowned employment law experts with experience of employment laws in both jurisdictions. The notes are extensive and comprehensive. Group case studies, Q&A and a comparative employment law quiz will help reinforce learning

Course overview/outline programme

- Introduction - Setting the scene and what to expect from the day
- A simultaneous outline of the respective explanation of employment law in each jurisdiction
- Employment law basics in both jurisdictions
An overview of the laws that govern the employment relationship including: recruitment, the contract of employment, minimum wage, hours of work, notice, annual leave, public holidays, notice periods, sick leave, pension, etc.
- Employment Equality - An explanation of the respective legislative provisions in each jurisdiction in the area of employment equality with an emphasis on the key differences between them
- Q and A and Case Study One (in the area of employment equality)
A case study designed to reinforce the differences and key factors to watch out for in a sexual harassment claim
- Unfair Dismissal
- Termination of employment is a key area of employment law and this session will outline the elements in each system
- Q and A and Case Study Two (in the area of unfair dismissal)
Could you advise your employer or client on how to handle a constructive dismissal claim across the border?
- Protective Leave in both jurisdictions
An overview of the similarities and differences in the various types of leave in both jurisdictions including maternity leave, adoptive leave, paternity leave, parental leave, carer's leave, force majeure leave and requests for flexible working.
- Employment Forums in both jurisdictions
An overview of the bodies that hear complaints/prosecute offences/ assist in resolution of disputes in both jurisdictions and unravelling the question of which law governs the contract of an employee who works in both jurisdictions.
- Comparative Employment Law Exercise

Who is it for?

It will suit all those in HR and management who need knowledge of employment law in both jurisdictions.

Date & Duration: 14 May, 9.30am-4.30pm

Cost Code: **SILVER**

Location: Holiday Inn, Ormeau Avenue, Belfast

Trainers & Speakers:

Paul Joyce, FLAC, Dublin and Ciara Dooris, Tughans, Belfast

"This was a very comprehensive coverage of an extremely wide ranging topic. Very well delivered and co-ordinated by the presenters. "5★★★★★"

May 2008

Adrienne Brock,
Partner, Elliott Duffy Garrett.



Employment Law in the Public Sector

Why this event?

The public sector is a very different animal to the private sector. It is governed by different standards, different laws, and different rules and has a different culture. Public sector managers don't need to know much about many employment laws but they need to know about the ones that impact directly in Northern Ireland.

What will I get out of it?

This course is designed to focus on the most important employment laws impacting on public sector employment, to bring delegates up to speed with the essential laws. Comprehensive notes for future reference are guaranteed.

Course overview/outline programme

Topics covered will include:

- Continuity of Employment and Contractual Terms
- Collective Bargaining and Incorporation of Terms
- Secondment
- Freedom of Information
- Data Protection
- The Human Rights Act
- Section 75 Northern Ireland Act
- Monitoring and Promotion of Diversity
- Job Evaluation and Equal Pay
- Contracting Out of Services and TUPE
- Pensions
- External Appeals

Who is it for?

Human Resource professionals and solicitors who work in or advise the public sector and who want to get up to speed with key rights and responsibilities.

Date & Duration: 14 May, 9.30am-4.30pm

Cost Code: **SILVER**

Location: Holiday Inn, Ormeau Avenue, Belfast

Trainers & Speakers:

Multiple Speaker Event which will include the LRA, Equality Commission, specialist solicitors and public sector trainers.

See contents on page 2 of this brochure for details of other public sector training courses

Why this event?

Regardless of the downturn in the economy, organisations need to recruit. Knowing the best ways to recruit, how to make savings, how to advertise, where to advertise etc can save you time and money and improve your chances of recruiting the right people – and getting them to stay.

What will I get out of it?

The latest advice from recruitment experts on best practice in recruitment.

Course overview/outline programme

We can't be quite sure this far in advance but the involvement of the Belfast Telegraph is certain to mean that this event will be the best recruitment event in Northern Ireland.

For latest news on the programme for this event please go to www.legal-island.com

Who is it for?

HR professionals and other responsible for the recruitment process within their organisation.

Date & Duration: 27 May, 9.30am-4.30pm

Cost Code: SILVER

Location: Holiday Inn, Ormeau Avenue, Belfast

Trainers & Speakers:

Multiple Speaker Event



Why not subscribe to our employment law email service for regular updates on employment topics?

See www.legal-island.com for details



Equality Law in NI Update 2009

Why this event?

Equality Law is ever-changing, from the introduction of new jurisdictions, such as age discrimination, to major cases that impact right across Europe and affect every employer. Employment law practitioners, other representatives at tribunals and senior HR professionals have to keep up-to-date with developments in this area if they are to defend or pursue cases successfully. They need to know what has changed in order to give the latest, practical and correct advice.

What will I get out of it?

Speakers at past events have been asked to concentrate on important case law and useful arguments; the ratio and how these decisions impact on existing law. We bring together some of the most experienced and respected equality lawyers to give you a comprehensive overview, with detailed notes, of all of the major changes to have occurred in the year prior to this event.

Course overview/outline programme

We cannot know a full year in advance what this course will cover but it will feature sessions on case law developments from the ECJ, GB Courts and Northern Ireland as well as other topical issues and any legislative changes in equality law.

Who is it for?

This course is designed with experienced employment law practitioners and HR professionals in mind. NOTE: speakers on this course are asked to assume that delegates have a sound knowledge of equality law. This event is not suitable for beginners in this field.

Date & Duration: 17 Sept, 9.30am-4.30pm

Cost Code: SILVER

Location: Holiday Inn, Ormeau Avenue, Belfast

Trainers & Speakers:

Multiple Speaker Event. 2008 featured Sinead Mulhern, Rosemary Connolly, Beverley Jones, Roger Watts and Roisin Mallon.

“Once again an excellent event – met all my objectives.”

Tess O'Neill,

Sept 2007 Senior HR Manager, Bryson Charitable Group. (2008 Update)

“Very efficiently organised: presentations were excellent and informative. Highly recommended. Keep up the good work.”

Tom Campbell,

Sept 2007 Partner Campbell Stafford (2007 Update)



Essentials of Equality Law

Why this event?

Equality is the most complex (and the most costly) area of employment law. If you want to do your job right you need to know it. This course makes equality law intelligible and manageable.

What will I get out of it?

An understanding of how the different equality strands are made up and what the common issues are. You will be able to identify the really important issues and will be able to apply your new knowledge through exercises.

Course overview/outline programme

- Background and Legislation
- Common Themes and Concepts
- Spotting the Differences
- Awards and Keynote Cases
- Getting Your House in Order

The course will include:

- 3 group Q&A sessions
- A quiz
- An exercise
- A case study to reinforce learning

Who is it for?

HR staff and other managers who want to know more about equality law, as well as solicitors looking to move into this field.

Date & Duration: 11 March & 8 Oct 9.30am-4.30pm

Cost Code: SILVER

Location: Holiday Inn, Ormeau Avenue, Belfast 11 March)
Comfort Hotel, J1, Antrim (8 Oct)

Trainers & Speakers:

Sinead Mulhern
Barry Fitzpatrick

“Very knowledgeable & made this area of law interesting & relevant...really excellent” 5★★★★★

Oct 2008

Yvonne Cooke,
Senior Occupational Psychologist, PSNI

“Excellent. Really enjoyed it.” 5★★★★★

Oct 2008

Julie Leatham,
NICS



Employee Information & Privacy

Why this event?

Employers have the right and the duty to gather information. But those rights and responsibilities have to be balanced with the right that employees have to expect a degree of privacy, inside and outside the workplace. It is an area in which case law can have a big impact and where new rules are commonly introduced. Keeping up to date is essential for many.

What will I get out of it?

We change this course every year but focus on topical issues and provide up to date information and comprehensive notes from some of the top experts in this field.

Course overview/outline programme

We don't know what this course will cover a year in advance but it will feature the latest advice on best practice in this area.

In 2008 this course covered:

- Drug and Alcohol Testing
- Surveillance of Employees
- Migrant Worker Registration Rules
- Customer records
- And much more

Who is it for?

Data controllers and others with responsibility for data protection and security measures in the workplace.

Date & Duration: 30 Sept, 9.30am-4.30pm

Cost Code: SILVER

Location: Holiday Inn, Ormeau Avenue, Belfast

Trainers & Speakers:

Multiple Speaker Event. In 2008 speakers were Marie Anderson, McManus & Kearney, former Assistant Information Commissioner; Lorraine Toolan, EEF; Peter O'Rawe, ELB solicitor; Majella McGuinness, PwC; and Dick Stanton, American lawyer.

“Excellent content, notes very comprehensive - very informative.”

5★★★★★

Felicity Townley,
Wilson Nesbitt Solicitors

May 2007

“Very well organised and informative. This was my first attendance at a Legal-Island event, I was impressed.”

May 2007

Julie Ringland,
Navigator Blue Limited



Public Sector Training Criterion Based Interview Skills – For Candidates

Why this event?

We believe there are many gifted and able job applicants who fail to get appointed because they lack knowledge of the recruitment process and what it is that an appointments panel is looking for within a competency based structure.

What will I get out of it?

This course will help you understand how to structure your preparation around what the employer is looking for, how to relate learning from your experience to competency based questions and how to confidently demonstrate your ability in a way that will help you succeed.

Some participants will have an opportunity to be interviewed by delegates from the interviewers' course.

Course overview/outline programme

- Develop a clear understanding of what a competency based interview is and what the interviewer is expecting
- Knowing how to make the most of your preparation
- The tricks to anticipating the question areas and possible questions
- Understanding winning structure for answering competency based questions
- Becoming a good story teller, the interpersonal skills and tips for creating impact with the facts and examples
- Dealing with difficult questions
- Tools for managing interview nerves
- Experience of practicing these skills with "employers" from the interviewers' course

Who is it for?

This course is aimed at public sector employees and others who need to gain confidence for recruitment or promotion boards.

Date & Duration: 11 Feb and 7 Oct, 9.30am-4.30pm

Cost Code: **BROWN**

Location: Holiday Inn, Ormeau Avenue, Belfast (11 Feb)
and Park Plaza Hotel, Belfast Int'l Airport (7 Oct)

Trainers & Speakers:
Emer Hinphey & Anne Dougan, Thinkpeople



Public Sector Training Criterion Based Interview Skills – For Interviewers

Why this event?

Criterion based interviews are used throughout the public sector. They involve a logical process to assess whether candidates have used the skills required to carry out particular jobs. Every panel member must acquire criterion based interview skills.

What will I get out of it?

Course participants will learn about the process and will learn skills that may be applied to almost any public sector position.

You may also have a chance to participate in mock interviews with "applicants" from the candidates' course.

Course overview/outline programme

- Develop a clear understanding of what a competency based interview is and the benefits
- The skills in identifying the key competencies predicting success in role
- Defining competencies to produce killer questions
- Designing questions that really test competency and experience
- Develop the skills of really good interviewers and getting past the "bluffers"
- Understanding the importance and skills of good note taking
- Mock interviews with "candidates" from the interviewees' course

Who is it for?

This course is aimed at managers in the public sector and others who will be required to undertake criterion or competency based interviews.

Date & Duration: 11 Feb and 7 Oct, 9.30am-4.30pm

Cost Code: **BROWN**

Location: Holiday Inn, Ormeau Avenue, Belfast (11 Feb)
and Park Plaza Hotel, Belfast Int'l Airport (7 Oct)

Trainers & Speakers:
Emer Hinphey & Anne Dougan, Thinkpeople

Don't Forget: Book Online to Save 10% on Standard Rates

www.legal-island.com



Public Sector Training Managing Absence in the Public Sector

Why this event?

The public sector gets bad press regarding absence, particularly in relation to long term absences. However, there are things that managers can do to reduce absence levels and manage the genuine cases.

What will I get out of it?

The course is split in two parts – hard skills and soft skills. You will learn about both i.e. how to manage absenteeism and how to deal sensitively with the multi-faceted and often difficult aspects of long term absence.

Course overview/outline programme

Morning sessions will cover issues such as:

- Introduction to Absence Management
- Return to Work Interviews and Support
- Managing Absence & Legal Considerations
- Developing an Long Term Absence Strategy

The afternoon sessions will focus on the psychological impact of long term absenteeism and will cover the softer skills required to effectively manage complex emotional, mental and physical issues presented by long term absentees. You will learn how to develop supportive relationships, build trust and cope with stressful situations such as the announcement of serious illness and work through a DOE case study.

Who is it for?

HR & Line Managers/Officers in the public sector

Date & Duration: 11 Feb, 9.30am-4.30pm

Cost Code: **BROWN**

Location: Holiday Inn, Ormeau Avenue, Belfast

Trainers & Speakers:

Alistair Joynes – Alistair Joynes Associates
Peter McBride – Carecall
Kathryn Thompson – Carecall Coach
Beverley Harrison – DOE HR



Other Public Sector courses available

- Employment Law in the Public Sector (page 6)
- Criterion Based Interview Skills - For Candidates (page 9)
- Criterion Based Interview Skills - For Interviewers (page 9)



Management Masterclass Workshop: Alcohol & Drugs Testing in the Workplace

Why this event?

Alcohol and drug abuse is a growing problem in the workplace. Research indicates the following facts regarding employees with drug and alcohol problems:

- They are 4 times more likely to be hurt on the job.
- They are 3 times more likely to file medical claims.
- They are 3 times more likely to leave your employ.
- They have twice the rate of absenteeism of non-abusers.

What will I get out of it?

To deal with the issue of substance abuse in the workplace you will learn both what is legally required and how to meet those requirements. You will learn how to:

- determine if you even need a drug testing programme,
- discover if your workplace has a substance abuse problem,
- draft a substance abuse policy
- implement a drug testing programme, and
- overcome employee and trade union objections if you decide to have a testing programme.

Course overview/outline programme

Substance abuse in the workplace is an area where there is much misinformation and in our highly regulated climate no employer can take the risk of acting without accurate knowledge. In order to have the best practices for controlling alcohol and drug abuse and its effects in the workplace an employer must consider both legal and practical issues. This full-day workshop presents this complex area, that requires an understanding of both legal and medical requirements, in understandable and jargon-free terms and uses group exercises and case studies to reinforce learning at each stage.

Who is it for?

This conference will suit human resource and safety officers, managers, trade union representatives, solicitors, legal officers and anyone with an interest in maintaining a safe workplace.

Date & Duration: 18 Feb, 9.30am-4.30pm

Cost Code: **BROWN**

Location: Holiday Inn, Ormeau Avenue, Belfast

Trainers & Speakers:

Dick Stanton BS, JD, MII.

In Association with

Belfast
Telegraph



Refresh Revise Excel: Time Management

Why this event?

This time management course has been designed on the premise that good time management can be learnt. This is an essential and beneficial personal skill, one of the personal competencies required to be effective. Delegates will be introduced to various techniques and processes that will enable them to take more control of their lives, work more effectively and ultimately feel content, efficient and fulfilled at an individual level.

What will I get out of it?

This course will enable delegates to:

- Identify time bandits and deal with them.
- Prioritise effectively
- Improve desk and email management skills.
- Master self-discipline.
- Handle interruptions.
- Defeat procrastination.
- Managing Meetings and Delegation

Course overview/outline programme

Desk Management

Working smarter, conquering paperwork, the telephone and e-mail. Planning processes. Positive goal setting. Diary management.

Priorities

Effective techniques and processes to manage and set priorities.

Time Bandits

Identify where time is wasted. Strategies for dealing with time bandits.

Processes

Effective processes for decision making, delegation, communication, meetings and estimating.

Individual Personality

Personality profiling. Identifying personality traits. Time and priority management approaches for the individual.

The Right Attitude

Imperative to time management. Self discipline. How say to 'NO'; handle interruptions; prevent procrastination.

Stress Awareness

Stress is often the consequence of poor time management, be aware of the signs of stress and cope by using the three 'Ps'; Plan, Prioritise, Pleasure.

Who is it for?

Anyone who wants to improve their time and priority management skills

Date & Duration: 18 Feb, 9.30am-4.30pm

Cost Code: **BROWN**

Location: Holiday Inn, Ormeau Avenue, Belfast

Trainers & Speakers:

Paul McWilliams, Parity



Management Masterclass Workshop: Mediation Skills for Managers (2-day course)

Why this event?

Organisations that provide mediation skills training experience fewer employment tribunal claims (CIPD) and are better equipped to resolve conflicts early on and at much lower cost.

What will I get out of it?

The objective of this course is to give participants the skills, attitudes and knowledge that enable them to manage conflict within the workplace more effectively. This highly interactive and skills development workshop enables managers to gain a better understanding of conflict, to review dispute resolution approaches and to learn and apply fundamental skills of mediation to assist them in actively resolving typical workplace conflicts with confidence.

Course overview/outline programme

- Understanding Mediation and how it works in resolving Conflict
- When to use mediation and other options
- The role of a Mediator
- Developing and practicing Mediation Skills
- Applying and practicing Mediation Skills
- Negotiation Skills and Interest Based Negotiation Case studies

This course will be interactive involving large and small group discussion, exercises, role-plays, case discussions, and mediation video. The programme is facilitated by a workplace mediator experienced in HR and IR issues.

Who is it for?

This course is intended for all supervisors and managers who have responsibility for managing small or large teams in the workplace.

Date & Duration: 25 & 26 Feb, 9.30am-4.30pm

Cost Code: **BROWN** (per day)

Location: TBC

Trainers & Speakers:

Gerry Rooney, Polaris HR

Michele Groves, Charis Consultancy Services

Check latest details on all our events at

www.legal-island.com



Interview Skills for Experienced Interviewers

Extended to Full Day Event

Why this event?

Interviewing is an essential part of employment. Many of us interview regularly and have confidence in our skills but we still require training in how to deal with the atypical situations that arise from time to time. By popular demand, this workshop has been extended from a half to a full day course.

What will I get out of it?

Role playing and problem solving exercises form an integral part of this workshop. Participants will be asked to share experiences in a confidential setting.

Delegates who attended the half day course on 17 Sept 2008 may book this course for half price.

Course overview/outline programme

This workshop focuses on helping experienced interviewers to deal better the more unusual aspects of the interview process. For example:

- What do you do when interviewees proffer unacceptable information?
- How do you control unruly panel members?
- How can you operate flexibly without falling foul of the Fair Employment and Treatment Order and other discrimination laws?
- How can you source interpreters?
- How do best record discrepancies?
- How might you best raise discrepancies in application forms and CVs?
- What kind of reasonable adjustments must you make under the DDA?
- What are the best ways to handle complaints about the interview process?
- How do you show management a positive correlation between the interviewing process and performance?

Who is it for?

This workshop is suitable for interviewers with a good knowledge of best practice in interviews but who would like to refresh and update those skills. It is for people who already know a lot but need answers to questions that arise in exceptional circumstances.

Date & Duration: 4 March, 9.30am-4.30pm

Cost Code: **BROWN**

Location: Holiday Inn, Ormeau Avenue, Belfast

Trainers & Speakers:

Alistair Joynes is an independent trainer based in Northern Ireland and is a Labour Relations Agency arbitrator.

“Alistair is very personable and demonstrates tremendous experience of the topic.” 5★★★★★

Helen Fraser

Learning and Development Manager, SEELB

Sept 2008



Refresh Revise Excel: The PA & Secretary

Why this event?

You don't have to tell us how demanding your job can be at times. Each working day brings new challenges as you juggle tasks, manage deadlines, deal with difficult situations whilst supporting key employees.

This full day event provides you with the unique opportunity to refresh, update and fine tune existing PA/Secretarial Skills whilst learning completely new ones from specialists.

What will I get out of it?

Through a choice of 12 interactive sessions throughout the day you will:

- Work More Effectively with Key Staff:
- Increase your overall effectiveness:
- Handle sensitive employee issues with skill:
- Make better decisions on time management. Notes and exercises given for all sessions.

Course overview/outline programme

Course Overview/Outline Programme

Track 1 : You as a Performer

- Organising yourself, your diary and your working day
- Choosing the Best Medium to Communicate
- Effective Business Writing Skills
- Time Management – Beyond the diary
- Managing Multiple Projects
- Basic Finance for the PA – You

Track 2 : You in your Working Environment

- Supervising Other Employees.
- Dealing with your Boss – the art of Upward Management
- Getting even the most difficult People on Side.
- Help! I need Somebody!
- Effective Communications
- The Art of Delegation and How to say NO!

Who is it for?

Personal Assistants, Secretaries and Administration Assistants.

Date & Duration: 4 March, 9.30am-4.30pm

Cost Code: **BROWN**

Location: Holiday Inn, Ormeau Avenue, Belfast

Trainers & Speakers:

David McComb and Lyle English from Parity Training.

“Very informative and very well prepared - ran on time which is a big bonus”

Susan Wright

Legal Executive CMG Solicitors

Feb 2008



A Practical Guide to Making Redundancies

NEW DATE ADDED

Why this event?

Re-organise, downsize, rightsize; call it what you will but many organisations in these tough times have to change the size of their workforce. If you get it right you will be in a better position to progress. If you get it wrong you will add to your woes. This full-day event explains the law relevant to this area but the focus is on practical advice on how to manage redundancy situations.

What will I get out of it?

As a result of attending this course you will :

- Understand fully the law relating to redundancy & re-organisation in Ireland
- Receive instruction on latest case law applicable to this area from a leading employment lawyer
- Become familiar with the duty to offer alternative work and just what this entails
- Work through common scenarios with an expert HR practitioner, with experience of handling redundancy situations
- Use template documents that may be customised for your workplace
- Gain from the views and comments on the topic from other delegates in attendance
- Leave the course feeling confident you can handle a redundancy & re-organisation exercise at work

Course overview/outline programme

The first of the morning sessions considers the legal aspects of redundancy situations. The bulk of the day will be given over to working through practical scenarios covering:

- Planning and Executing a Redundancy Programme
- Deciding on selection criteria
- Deciding redundancy terms (& negotiation strategy) and calculating payments
- Timetables
- Communication Plans
- Consulting with staff and staff representatives
- Support structure for employees
- Contingency planning

Who is it for?

HR Officers, Managers, Operations Directors and anyone having to manage a redundancy exercise at work

Date & Duration: 11 Feb (NEW DATE) and 1 April, 9.30am-4.30pm

Cost Code: **BROWN**

Location: Holiday Inn, Belfast (11 Feb). Radisson Hotel, Gasworks, Belfast (1 Apr)

Trainers & Speakers:

Joanna White, Arthur Cox Solicitors and Nicola Brown, Nicola Brown Associates



Management Masterclass Workshop: Image and Impact

Why this event?

In the superficial world that we live in, it is not what you know but how you come across to deliver the message. It's even more important than ever now that we operate in extremely difficult economic circumstances.

What will I get out of it?

You will get the very latest advice from one of the most effective performers in Northern Ireland;

'Enjoyable and interesting; I will definitely take away some of the information and try to adopt in my everyday life'

Henderson Group

'Great, it gave me something to think about; I think all our Area Managers should attend these courses'

Coast Fashions

Course overview/outline programme

This workshop focuses on the 'non-negotiables' of image in the present day, looking at key areas to maximize individuals' believability as a manager. Areas covered:

- Image – What is it?
- What your image says about you
- What you think it says and what it actually says
- First impressions
- Communication
- Characteristics
- Visual Behaviours
- Do's and Don'ts
- Body language
- Confidence

Who is it for?

This course is for any manager who wants to present the right image – to peers, employees, customers or employers.

Date & Duration: 1 April, 9.30am-4.30pm

Cost Code: **BROWN**

Location: Radisson Hotel, Gasworks, Belfast

Trainers & Speakers:

Harry Harpur, The Loop Training Consultancy

In Association with

Belfast
Telegraph



HR Masterclass Workshop: Resolving Interpersonal Disputes

Why this event?

Real people fall out at home and at work and this creates all sorts of mayhem – staff walking on eggshells or ignoring “the elephant in the room” that everyone knows is there. How do you manage in the workplace if two colleagues are at each other’s throats?

What will I get out of it?

This course has been designed to give you the skills and confidence to tackle interpersonal disputes in the workplace.

Course overview/outline programme

Understanding why interpersonal disputes occur, exploring organisational and individual factors:

- Identifying key dispute themes
- Analysing the impact of interpersonal disputes
- Identifying strategies and skills for prevention and resolution
- Examining essential management competencies
- Top tips on using approaches such as advisory, mediation and conflict coaching

Who is it for?

Any manager or HR professional who has ever been faced with two people in the workplace who don’t get on and caused difficulties as a result.

Date & Duration: 2 April, 9.30am-4.30pm

Cost Code: **BROWN**

Location: Holiday Inn, Ormeau Avenue, Belfast

Trainers & Speakers:

Michele Groves, Charis Consultancy services.

Other courses that complement this course include:

- Dealing with Conflict in the Workplace (page 4)
- Mediation Skills for Managers (page 11)
- Delivering Professional Workplace Investigations (page15)

Remember - Book any of our courses online to save 10% on standard fees.

See www.legal-island.com for details



Managing Stress in the Workplace

Why this event?

Stress and other mental health problems are the single biggest source of work related absence in the UK. Stress is a complex issue that requires a multi-faceted approach. This workshop allows you to engage with the complexity of stress issues allowing for an appropriately strategic solution.

What will I get out of it?

The workshop will allow you to understand that complex set of factors that contribute to someone experiencing a stress reaction. It will help us to understand the dynamic between personal characteristics associated with the individual and workplace factors that contribute or precipitate the stress reaction. The last part of the day will focus on the practical measures that can be taken both to support those who experience stress and to prevent those circumstances which precipitate it.

Course overview/outline programme

- Spotting the signs of stress and the causes of stress and stress related illnesses
- Employers’ responsibilities for stress management - legal implications
- Updated HSE guidelines and the impact on your organisation
- Case Studies on best practice stress management and wellbeing strategies
- Workshops on proactive ways to manage stress

Who is it for?

Any Manager or HR professional dealing with stressful situations in the workplace.

Date & Duration: 2 April, 9.30am-4.30pm

Cost Code: **BROWN**

Location: Holiday Inn, Ormeau Avenue, Belfast

Trainers & Speakers:

Kerry Kennedy – Carecall
John Foster - Carecall
Guest Speakers

In Association with

Belfast
Telegraph



How to Generate Low Cost & No Cost Publicity

Why this event?

If people don't know what you do or what you have to sell; your organisation will struggle. This event brings together some of Northern Ireland's most important people in the area of PR and publicity campaigning.

What will I get out of it?

- Potentially save huge sums of money
- Understand the elements of an effective publicity campaign
- Learn from industry experts the do's and don'ts of preparing publicity campaigns
- Receive expert advice on how to compose effective press releases
- Understand the many publicity channels
- Know when a campaign is better conducted in-house & when it's time to call in the professionals.
- Leave with an understanding of how creative thinking is critical to getting your message across

Course overview/outline programme

- Publicity Campaigns/Stunts that Have Worked
- Working with Celebrities
- Photographs & Photographers – Why are they so important?
- Working with local and national newspapers
- How to Compose an Effective Press Release
- Working with TV & Radio
- Getting the Internet to Work for You
- When is it time to hang up your coat and get in the PR experts?

Who is it for?

Anyone interested in investigating how to secure low or no cost publicity, marketing or advertising for their organisation. It is specific to Northern Ireland and explains how you can access media and other channels at little or no cost to better publicise your company or business services.

Date & Duration: 2 April, 9.30am-4.30pm

Cost Code: **BROWN**

Location: Holiday Inn, Ormeau Avenue, Belfast

Trainers & Speakers:
Multiple Speaker Event

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Telegraph



HR Masterclass Workshop: Delivering Professional Workplace Investigations

Why this event?

Poor investigation skills lead to poor decisions and outcomes. This is a highly interactive programme that includes trainer-led input, practical exercises, role plays, group discussions and case studies to equip you in delivering professionally competent workplace investigations.

What will I get out of it?

To be equipped to manage the risk posed by inadequate and/or biased investigations into grievances and disciplinary matters, identifying best practice methods and processes for use.

Course overview/outline programme

- Practical knowledge and skills in applying a core approach to conducting formal investigations in the workplace
- More consistent and effective handling of difficult casework involving investigations into working relationships
- Process toolkit that will demonstrate fairness, rigor and sensitivity
- Basic understanding of report-writing and of presenting a report to a disciplinary hearing

Who is it for?

Team Leaders, Middle/Senior Managers, Human Resource Personnel, Equality and Diversity Managers, Dignity at Work Advisers

Date & Duration: 29 April and 7 Oct, 9.30am-4.30pm

Cost Code: **BROWN**

Location: Comfort Hotel, J1, Antrim (29 April)
Park Plaza Hotel, Belfast Int'l Airport (7 Oct)

Trainers & Speakers:
Michele Groves, Charis Consultancy Services

In-House Training



Some of the events featured in this brochure can be offered as in-house training.

For more information and cost email us on training@legal-island.com



Management Masterclass Workshop: Managing Absence

Extended to full day

Why this event?

Controlling the cost of absence requires businesses to put in place effective systems to manage staff absence. However, in the long run, it is better to develop a workplace where absences are kept to a minimum – and that means developing trust.

What will I get out of it?

The first half of this workshop looks at the essential elements of an effective absence management procedure and examines the legalities and practicalities of managing short-term absences. The afternoon sessions examines the softer skills required to engender a positive working environment.

Course overview/outline programme

Morning sessions:

- Introduction to Absence Management
- Return to Work Interviews
- Managing Absence and legal considerations
- Gathering information and moving to a disciplinary procedure

Afternoon sessions:

- Dealing with psychological issues behind absenteeism
- Developing positive working relationships
- Minimizing tension
- Getting commitment and building trust.

Who is it for?

Manager and HR staff who have to deal with short term absence issues.

Date & Duration: 29 April, 9.30am-4.30pm

Cost Code: **BROWN**

Location: Comfort Hotel, J1, Antrim

Trainers & Speakers:

Kerry Kennedy – Carecall
John Foster – Carecall
Alistair Joynes - Alistair Joynes Associates



“Another excellent session from Legal-Island, informative, timely and well structured.”

5★★★★★

Teresa Moore,
Sr HR Generalist, Openwave Systems Ltd

June 2008



HR Masterclass Workshop: Training Triple Pack - Design, Engagement and R.O.I.

Why this event?

Our current climate of cost cutting measures, getting “more for less” culture and ever increasing demands on people to perform consistently can be challenging for HR Managers. It’s also a fact of life that the training and HR budgets are often identified as the first things to go in tough economic conditions. You need to justify your budget.

What will I get out of it?

Delegates get to choose between three complementary workshops and receive notes from all three.

Each stream is pack full of practical advice, templates and tools that will help you:

- Design training programmes
- Understand and calculate return on investment in training
- Maximize the results and employee engagement through the use of coaching techniques

Course overview/outline programme

This event has been extended to three one day workshops. Delegates may attend sessions from one or all three depending on their training needs but receive notes from all three.

Stream one: How to maximize your return on investment in training

Stream two: High performance coaching – maximizing results in the organisation

Stream three: Designing training programmes to meet organisation and individual needs

This event has been expanded from a two half-day format to a three full-day format at the request of delegates. The various sessions in each stream are timed so that they may be attended in a modular fashion by delegates. All three programmes feature interactive exercises and practical training tools that may be customised by delegates when you get back to the office.

Who is it for?

This event is designed with those responsible for training/HRD programmes and budgets in mind.

Date & Duration: 30 April, 9.30am-4.30pm

Cost Code: **BROWN**

Location: Park Plaza Hotel, Belfast Int’l Airport

Trainers & Speakers:

Gillian Esquivel, Cimaomega
Simon Smith, Simon Smith Coaching
Margaret Pentland



Successful Budgeting for Non-Finance People

Why this event?

Budgeting is an essential part of managing your business and this course explains why. It will enable you to eradicate errors when compiling budgets and thereby avoid financial difficulties; present budgets with confidence and accuracy and analyse variances so that corrective action can be taken.

What will I get out of it?

- More effective handling of your annual budget cycle
- Identification of the key drivers behind sales, costs and margins
- Steps needed to compile a budget for your department or organisation
- Tools to analyse variances and identify corrective actions

Course overview/outline programme

- The need to plan
- Basic concepts explained
- Budgeting as part of the business plan
- The budgeting process
- Structuring the budgets
- The key budgetary statements
- Compiling the budgets – avoiding the pitfalls
- Using the 'Zero-based' approach
- Interaction between the statements
- Reviewing the budgets
- Using Variance Analysis
- Identifying corrective action
- Flexing the budget
- Updating the budget – alternative approaches
- Presenting the budget
- Action planning

Who is it for?

Those people, both managers and staff, who wish to get the most out of budgets, whether it be during preparation, review or end use.

Date & Duration: 13 May, 9.30am-4.30pm

Cost Code: **SILVER**

Location: Holiday Inn, Ormeau Avenue, Belfast

Trainers & Speakers:

David McAlinden is a Senior Consultant with PricewaterhouseCoopers working in their Capability and Training Group. David is a qualified Accountant (ACCA) and a qualified Internal Auditor (MIA).



HR Masterclass Workshop: Handling Employee Grievances – Hard and Soft Skills

Why this event?

Grievances arise in all workplaces whether large or small. They can be time consuming and have an extremely damaging impact on the workplace if not addressed quickly and effectively. **By popular demand, this course has been expanded from a half to a full day event.**

What will I get out of it?

The first half of this workshop focuses on how to identify areas of potential conflict at work, early intervention techniques and proactive preventative conflict management to minimise grievances and their effects. The afternoon session looks at a typical case study involving bullying at work and provisions on good practice and legal issues.

Course overview/outline programme

Carecall sessions:

- The sources of conflict and how to spot them
- Intervention techniques and how to implement them effectively
- Management of difficult situations and coping strategies

LRA sessions:

- What are grievances – classification - jurisdictions
- Case law – what the courts are saying
- As simple as 1,2,3 ? – unforeseen complexities
- Quirks associated with grievances – exceptions to the rules
- Conduct a grievance audit – core components
- Problem areas encountered with grievances – legal / managerial
- Issues and training – investing in “soft skills”
- Case study examples – interactive – what would you do's?

Who is it for?

Any Manager or HR professional who has to deal with grievance at work issues or allegations of bullying or harassment.

Date & Duration: 13 May, 9.30am-4.30pm

Cost Code: **BROWN**

Location: Holiday Inn, Ormeau Avenue, Belfast

Trainers & Speakers:

John Foster – Carecall
Stephen Wray – Carecall Associate
Mark McAllister – LRA

In Association with

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HR Masterclass Workshop: Harnessing the Power of the Internet

Why this event?

Organisations know that they need to get serious about the web, however there is a bewildering array of activities, competing resource pressures and new technologies demanding attention. This event will empower you to take a strategic approach to all aspects of your web activity:

- putting customers back at the centre of your web strategy
- understanding the complementary nature of web, blogs, email and social media
- get a feel for how local businesses are using the web to commercial advantage
- get through some of the Web 2.0 buzzwords to how it should impact you

Get the latest advice from the leading experts in Ireland on all relevant web disciplines, from people who have made this work for their businesses.

What will I get out of it?

Strand 1 is focussed on core web activity, how to manage and prioritise website development, email marketing and search engine optimisation. Strand 2 looks at new technologies, including Web 2.0, social media and online marketing. You will come away with a clear focus for how these best practice examples will impact your business.

Course overview/outline programme

- Search Engine Optimisation and Marketing
- Email Marketing
- 10 Web Strategies for Commercial Success
- Web 2.0 and its impact on your business
- How Online Marketing is transforming Marketing and PR
- Blogs and Social Media
- Local Case Studies

Who is it for?

This Masterclass is designed for both private and public sector and will be of particular interest to CEOs of SMEs, Marketing Managers, Communications Managers, Content Writers, Editors, Webmasters and Online Sales personnel.

Date & Duration: 3 June, 9.30am-4.30pm

Cost Code: **BROWN**

Location: Holiday Inn, Ormeau Avenue, Belfast

Trainers & Speakers:

Fergal O'Byrne, CEO, Irish Internet Association; Niall McKeown, MD, Ion Online Marketing; Gareth Dunlop, MD, Tibus; Roseanne Smith, Content and Membership Manager, Irish Internet Association. This event is brought to you by Legal-Island in association with Irish Internet Association, ION and Tibus.



Greening the Workplace

Why this event?

With the rising price of fuel, new government regulations on waste and energy and the current financial situation, no business can afford to waste energy, resources or public good will. This event will look at how you can improve your profitability while addressing traditional environmental issues and improving your public image.

What will I get out of it?

This course is designed to give you an overview of environmental issues impacting on the workplace. Speakers will provide simple and practical advice and suggestions that delegates can apply within their organisations to deliver on energy, waste, transport and efficiency agendas.

Course overview/outline programme

Topics covered include:

- The Business Case for Going Green
- Regulation, Legislation and Government Policies – what you need to know and do
- Practical Actions to Save Money, Energy and Resources
- Corporate/Social Responsibility – profit is not the only motive!
- Engaging and Inspiring Staff
- Supply Chain Challenges
- Promoting Your Green Credentials

Who is it for?

Human Resource professionals and other managers responsible for "green" policies in the workplace, those concerned with balancing the books and anyone involved in promoting the organisation's image.

Date & Duration: 10 June, 9.30am-4.30pm

Cost Code: **SILVER**

Location: Holiday Inn, Ormeau Avenue, Belfast

Trainers & Speakers:

Multiple Speaker Event

This programme has been designed by **Professor Sue Christie, Northern Ireland Environment Link**

Sue has been the Director of NIEL, the networking and forum body for voluntary environmental organisations in Northern Ireland, since 1991.

In Association with

Belfast
Telegraph



Management Masterclass Workshop: Criterion Based Interview Skills - For Interviewers

Why this event?

Criterion based interviews are used throughout the public sector but are increasingly being used in the private sector. They involve a logical process to assess whether candidates have used the skills required to carry out particular jobs. If properly applied, they should reduce the chances of a successful discrimination claim arising out of a recruitment programme.

What will I get out of it?

Course participants will learn about the process and will learn skills that may be applied to almost any post they wish to advertise.

You may also have a chance to participate in mock interviews with "applicants" from the candidates' course.

Course overview/outline programme

- Develop a clear understanding of what a competency based interview is and the benefits
- The skills in identifying the key competencies predicting success in role
- Defining competencies to produce killer questions
- Designing questions that really test competency and experience
- To develop the skills of really good interviewers and getting past the "bluffers"
- Understanding the importance and skills of good note taking
- Practice interviews with 'candidates' from interviewees' course

Who is it for?

This course is aimed at managers and others who will be required to undertake criterion or competency based interviews.

Date & Duration: 11 June, 9.30am-4.30pm

Cost Code: **BROWN**

Location: Holiday Inn, Ormeau Avenue, Belfast

Trainers & Speakers:

Emer Hinphey & Anne Dougan, Thinkpeople



Refresh Revise Excel: Criterion Based Interview Skills - For Candidates

Why this event?

We believe there are many gifted and able job applicants who fail to get appointed because they lack knowledge of the recruitment process and what it is that an appointments panel is looking for. Applicants from the private sector are at a particular disadvantage.

What will I get out of it?

This course will help you understand how to structure your preparation around what the employer is looking for, how to relate learning from your experience to competency based questions and how to confidently demonstrate your ability in a way that will help you succeed.

Some participants will have an opportunity to be interviewed by delegates from the interviewers' course.

Course overview/outline programme

- Develop a clear understanding of what a competency based interview is and what the interviewer is expecting
- Knowing how to make the most of your preparation
- The tricks to anticipating the question areas and possible questions
- Understanding winning structure for answering competency based questions
- Becoming a good story teller, the interpersonal skills and tips for creating impact with the facts and examples
- Dealing with difficult questions
- Tools for managing interview nerves
- Experience of practicing these skills with real employers
- Experience of practicing these skills with 'employers' from the interviewers' course

Who is it for?

This course is aimed at employees and others who need to gain confidence for recruitment interviews or promotion boards in organisations that use criterion or competency based interviews.

Date & Duration: 11 June, 9.30am-4.30pm

Cost Code: **BROWN**

Location: Holiday Inn, Ormeau Avenue, Belfast

Trainers & Speakers:

Emer Hinphey and Anne Dougan, Thinkpeople

For latest news on employment law in Northern Ireland go to
www.legal-island.com



Refresh Revise Excel: The Supervisory Manager

Why this event?

Too often people are promoted because they are technically gifted in their jobs but they lack essential skills required to manage people. This full-day event provides you with the unique opportunity to refresh, update and fine tune existing management skills whilst learning completely new ones from experts on supervisory management.

What will I get out of it?

This course offers you two tracks of sessions. You can pick and choose the subjects that suit your particular needs. The training is designed to give you a tremendous edge the very next day at work and to help you excel. Delegates attend six out of twelve possible sessions but receive notes for all twelve. This is a fantastic opportunity to network with your peers from other organisations and learn new skills.

Course overview/outline programme

The course will vary from year to year but will include choices such as:

Track One : People Management

- Managing Tasks and People.
- Performance Management
- Successful Project Management
- Dealing with Difficult Employees
- Effective Recruitment Skills
- Motivation and Leadership Skills

Track Two : Personal Effectiveness

- Engaging the Temporary worker
- Effective Organising of your Day
- Personal Promotion
- Influencing and Negotiation Skills for
- Developing your Self Awareness and Awareness of others
- Managing Upwards/Dealing with your Boss

Who is it for?

This course has been designed with first line supervisors and other junior managers in mind.

Date & Duration: 11 June, 9.30am-4.30pm

Cost Code: **BROWN**

Location: Holiday Inn, Ormeau Avenue, Belfast

Trainers & Speakers:

Lyle English & David McComb, Parity Training



Training for Finance Staff: Procuring Contracts and Ensuring You Get Paid

Why this event?

Cash flow is the lifeblood of every business. There can be fewer issues of greater importance to any business than ensuring that its invoices are paid, especially in these hard economic times.

What will I get out of it?

The first half of this seminar sets out the legal issues of pre-invoice contracting procedures and post-invoice recovery procedures with a view to ensuring that your business' chances of recovery and survival are maximized.

The afternoon sessions focus on the more practical measures that finance staff can take to keep on top of debt and income.

Course overview/outline programme

Morning sessions include:

- pre-invoice contracting procedures - making sure it's your terms and conditions that bind the parties
- your T's and C's - the essentials
- reservation of title clauses - do they work?
- recovering unpaid invoices - the legal armoury, and
- dealing with a company that is "bust".

Afternoon sessions include:

- Why businesses go bust
- Monitoring and Managing your Costs
- Bankruptcy - Early warning signs
- Managing your Working Capital
- Good Credit Control
- Debtors - Sources of Information
- Good Book Keeping
- Good Management Information
- Sources of Finance

Who is it for?

Finance personnel and anyone concerned with maximizing income and reducing debt.

Date & Duration: 11 June, 9.30am-4.30pm

Cost Code: **BROWN**

Location: Holiday Inn, Ormeau Avenue, Belfast

Trainers & Speakers:

Darren Toombs, Carson McDowell and David McAlinden, PwC

In Association with

Belfast
Telegraph



Refresh Revise Excel: Understanding Project Management

Why this event?

Many projects fail. That is, they do not deliver what was expected within the original timescale and budget. Managers are constantly striving to overcome this. Yet, no matter how hardworking they are, implementation dates are put back and budgets exceeded. This event will provide delegates an understanding of how projects should be set up so that stated objectives may be achieved and to provide a structure in which staff can operate successfully.

What will I get out of it?

This event will enable delegates to:

- Relate projects to business needs.
- Establish a firm foundation for projects.
- Plan, monitor and control projects in order to improve the chances of success.
- Review and complete projects in a controlled manner.
- Measure the success of projects and apply lessons learned.

Course overview/outline programme

- The nature of project work
- Projects and programmes
- The project management life cycle
- Business justification
- Project definition
- Goals, objectives and scope
- Structure, organisation and responsibilities
- The project definition workshop
- Project planning
- Risk management
- Estimating effort, time and cost
- Commitment of resources
- Monitoring and control of change, quality, cost and progress
- Project completion and review

Who is it for?

Anyone who requires an understanding of the fundamental requirements for successful project management.

Date & Duration: 14 Oct, 9.30am-4.30pm

Cost Code: **BROWN**

Location: Holiday Inn, Ormeau Avenue, Belfast

Trainers & Speakers:
Ricky Sloan, Parity



HR Training Masterclass Workshop: Those First Six Months

Why this event?

The beginning of the employment relationship is the most crucial. It is the time that you can set standards of behaviour, build strong relationships and commitment and can most easily influence an employee – for good or bad. Why go to the trouble of employing someone if you don't invest something early to ensure they stay?

What will I get out of it?

We will provide you with ideas and information aplenty on how to induct employees and manage the early stages of the working relationship through probation and beyond.

Course overview/outline programme

Induction, including:

- Some basic rules
- What to include in an induction programme
- Tailoring the induction to the employee

Probationary Periods, including:

- Employer's Obligations during probation
- Six essential features of a good probationary programme

Management Investment during Probation, including:

- Goal setting in probation
- How to allow employee to develop and prove competency
- Dealing effectively with issues during probation

Probationary Reviews, including:

- Interim Probation Review Meeting and Documentation
- Probation End Review Meeting and Documentation
- Termination during probation or extension

After the Probationary Period, including:

- Transition from Probationary Period to Performance Review schedule
- Bringing it all to an end if it hasn't worked out.
- The golden do's and don'ts.

Who is it for?

HR and other managers who are responsible for new employees.

Date & Duration: 14 Oct, 9.30am-4.30pm

Cost Code: **BROWN**

Location: Holiday Inn, Ormeau Avenue, Belfast

Trainers & Speakers:
David Johnston, PSNI

In Association with

Belfast
Telegraph



Presentation Skills: Top Tips for Short Presentations

Why this event?

The ability to give a presentation outside your organisation is a crucially important communication skill for many people. But it is one that few ever master. This seminar features draws on years of experience at Legal-Island of presentation techniques and advises on what works best when presenting at a seminar or conference.

What will I get out of it?

Concentrating on the scenario of a 30 minute presentation at a seminar/conference, this event explains the golden rules of effective presentation skills. You will leave the seminar having received top tips and advice on how to deliver a highly effective presentation.

Note: due to the limited time available this seminar will be delivered by demonstration only.

Course overview/outline programme

- Preparing the material
- Delivering the presentation
- Making an impact on the audience
- Visual aids
- Key tips on how to control nerves and engage the audience
- How to engage using the power of language
- Advanced techniques - a look at what the experts do to really engage an audience

Who is it for?

This course is ideal for anyone who has to make a formal presentation in public.

Date & Duration: 11 Feb and 17 Sept, 9.30am-1.00pm

Cost Code: **YELLOW**

Location: Holiday Inn, Ormeau Avenue, Belfast

Trainers & Speakers:

Barry Phillips, Legal-Island

“Very informative and provided lots of tips, ideas, examples that will be of valuable use for next presentation.” 5★ ★ ★ ★ ★

Feb 2008

Lynsey Wallace
Business Support Assistant, BIH Housing Association Ltd

“The event was very informative and worthwhile.” 5★ ★ ★ ★ ★

March 2007

Seamus McGranaghan
O'Reilly Stewarts Solicitors



Training for Company Directors: Director's Duties & Company Law Update

Why this event?

The Companies Act 2006 was the largest Act ever enacted and it has not had an easy passage on its way to the statute books. Company Directors have responsibilities under the Act and the Corporate Manslaughter and Corporate Homicide Act 2007.

What will I get out of it?

This event explains the duties and liabilities of the directors of a limited company in Northern Ireland. It will examine the new statutory duties of directors under the Companies Act 2006 and give general guidance on boardroom practice.

Course overview/outline programme

The first half of this seminar looks at the last provisions to be enacted:

- general introductory provisions
- company formation
- company constitution
- company capacity
- company name
- registered office
- re-registration
- share capital
- acquisition of own shares
- annual return
- charges
- dissolution and
- restoration to register.

The second half looks at issues such as:

- What is a director?
- Appointment and removal
- Statutory duties of directors
- Directors' dealings with companies
- Directors' liabilities/insurance/indemnities
- The significance of corporate manslaughter legislation

Who is it for?

Company Directors and solicitors who have to advise on the workings of the Companies Act and Directors' duties.

Date & Duration: 29 Sept 9.30am-1.00pm

Cost Code: **YELLOW**

Location: Holiday Inn, Ormeau Avenue, Belfast

Trainers & Speakers:

Kerry Canavan and Anne Gilroy, Arthur Cox Solicitors

In Association with

Belfast
Telegraph

Pricing Policy

Each event in this brochure carries a pricing code. There are four of these :

Colour Code **PURPLE**

Full: **£455.00** + (VAT £79.63)

Reduced: **£364.00** + (VAT £63.70)

Colour Code **SILVER**

Full: **£429.00** + (VAT £75.07)

Reduced: **£342.20** + (VAT £60.06)

Colour Code **BROWN**

Full: **£295.00** + (VAT £51.10)

Reduced: **£236.00** + (VAT £41.30)

Colour Code **YELLOW**

Full: **£148.00** + (VAT £25.90)

Reduced: **£118.40** + (VAT £20.72)

All organisations with fewer than 50 employees qualify for the reduced rate and all registered charities irrespective of size. The number of employees includes all branches, subsidiary/parent companies, boards, trusts and federated organisations. Full booking terms and conditions are printed on each booking form.

Online Booking

All of our events can be booked online which attracts a 10% discount. Our web site also contains latest information on each event and new seminars and conferences recently added.

www.legal-island.com

What our Customers Thought of Our Events in 2008

Essentials of Employment Law

"Very informative, friendly, relaxed atmosphere."
5★★★★★

Victoria Morrow, Finance Officer Audiences NI

Preparing for an Industrial Tribunal

"An excellent training event – informative, well paced and clear. I could not envisage a better introduction to preparing for an Industrial Tribunal." 5★★★★★

Helen Smyth, Employee Relations Officer, LRA

The supervisory Manager

"[I liked the] twin tracked approach – ability to pick and choose areas of information."

Lucy Fraser, Sales and Marketing Manager, Royal Ulster Agricultural Society

NI & Irish Employment Law – similarities and differences

"For companies that have employees North and South its difficult to get comparisons on legal issues – this was excellent and answered all queries." 5★★★★★

Aileen O’Kane, Human Resources Managers, Menarys Retail Ltd

Dealing with Conflict in the Workplace

"Super set up. The system of running short sessions on different related topics was refreshing and kept interest." 5★★★★★

Audrey Kyle, HR Manager, Larne Borough Council

Internet Marketing for 21st Century Business

"Information packed + very focused but delivered in an engaging and entertaining manner" 5★★★★★

Martin Rice, Founding Partner, Jenkinson Consulting

Equality Law in NI Update

"Once again an excellent event – met all my objectives."

Tess O’Neill, Senior HR Manager, Bryson Charitable Group

Dismissal and Disciplinary Matters

"Excellent speakers, very interactive presentations – I learnt a lot." 5★★★★★

Susan Clark, Director, Riada Personnel

Keep up to date with programme developments at www.legal-island.com or register with us to receive brochure updates on events@legal-island.com

Registration Information

Please complete this form clearly in BLOCK CAPITALS

(Please photocopy this form if booking for more than one person or event)

Course Title

Course Date

(BLOCK CAPITALS)

Title (Mr, Mrs, Ms etc) _____ Name _____

Job Title _____

Company Name _____

Company Address _____

Postcode _____

Telephone Number _____

Delegate Email Address * _____

Number of Employees: _____

Invoice Address (if different from above) /Accounts Payable _____

Telephone Number of Accounts Payable _____

Purchase Order Number (if applicable) _____

Purple

Full: **£455.00 + (VAT £79.63)**

Reduced: **£364.00 + (VAT £63.70)**

Silver

Full: **£429.00 + (VAT £75.07)**

Reduced: **£342.20 + (VAT £60.06)**

Brown

Full: **£295.00 + (VAT £51.10)**

Reduced: **£236.00 + (VAT £41.30)**

Yellow

Full: **£148.00 + (VAT £25.90)**

Reduced: **£118.40 + (VAT £20.72)**

Method of Payment Cheque (payable to Legal-Island)

For credit card payments go to **www.legal-island.com** and receive 10% discount

Please indicate if you have any special dietary, learning or access requirements

*An email address for the delegate is essential for purposes of pre & post conference learning as well as confirmation of booking. Legal-Island will not disclose your email address to any third party for whatever reason.

Ref: 11/1/2009

Signature Accepting Terms of Booking

Terms & Conditions

A place will be confirmed via email on receipt of this signed booking form, which creates legally binding obligations for both parties irrespective of attendance on the day.

Please complete one form per delegate in capital letters.

Please ensure a purchase order number is indicated if necessary. For collection of payment it is necessary to provide us with a contact name and number of your accounts payable department

CANCELLATIONS/ AMENDMENTS

Cancellations will incur the following charges
Over 28 days 15% of course fees
15-28 days 50% of course fees
1-14 days 100% of course fees

Cancellations must be received in writing prior to the event. Substitute delegates can be used and names changed on the day. No transfer to future events is permitted.

Please note an admin charge of £40 (+ VAT) is applicable for any permitted changes to bookings once confirmed including change of delegate name, re-invoicing or issuing of credit notes.

Please note that the content for each event published here is meant as a guide only and is subject to change. We reserve the right to amend a programme or cancel an event at any time for whatever reason.

*All organisations with fewer than 50 employees or charities qualify for the small organisation rate. The number of employees includes all branches, subsidiary/parent companies, boards, trusts and federated organisations.

A certificate of attendance is provided within 10 days of the event, which may be used to obtain CPD points/hours where applicable.

Please return your completed booking form to:

The Events NI Manager,
Legal-Island House,
5 Steeple Road,
Antrim, BT41 1DN

Telephone:

028 9446 3888

Fax:

028 9446 3516

Email:

events@legal-island.com