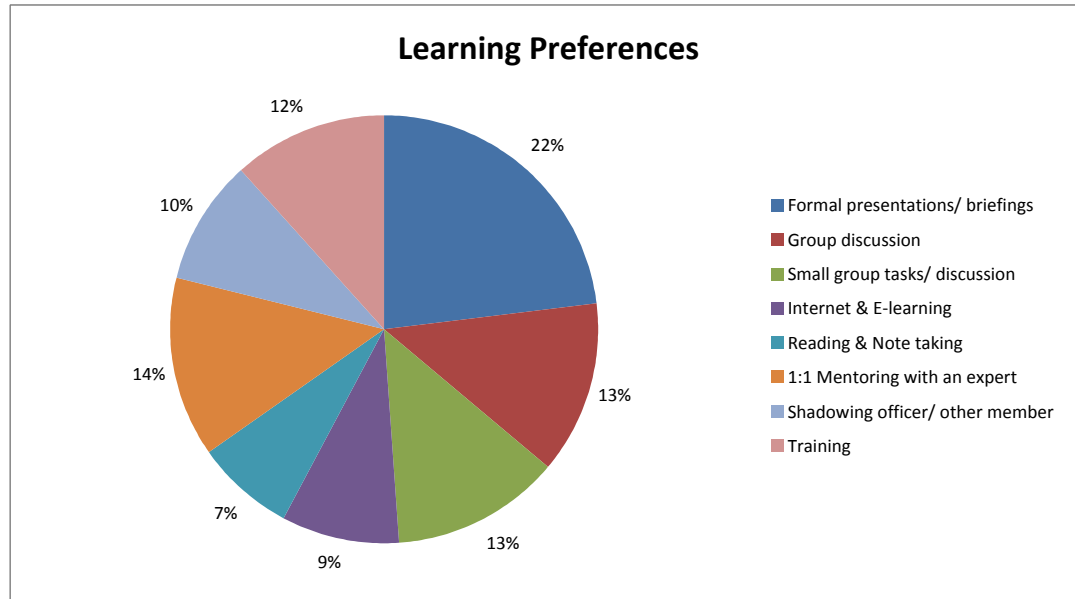
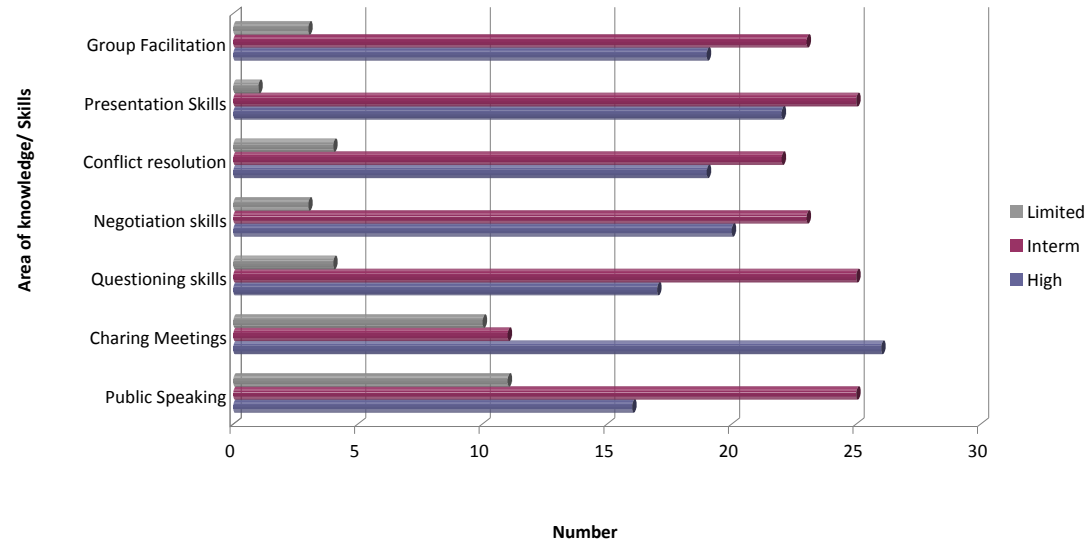


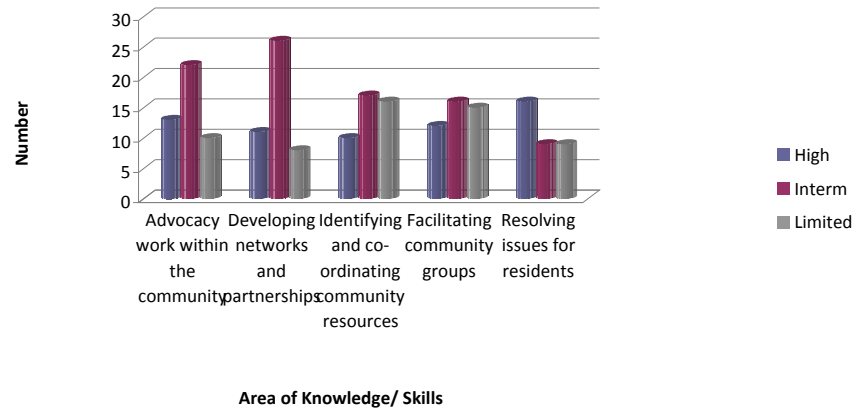
Appendix C



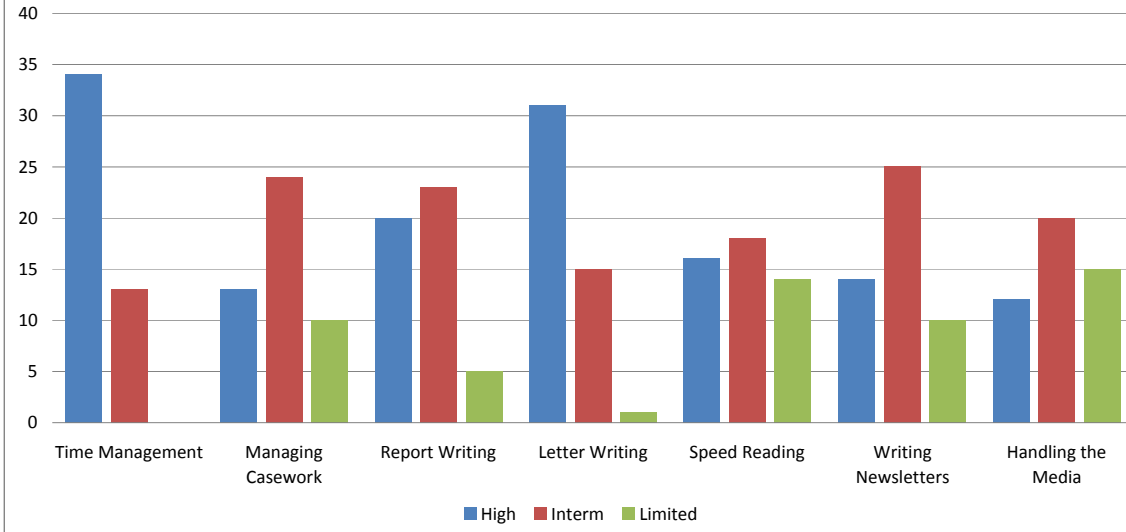
Interpersonal Skills

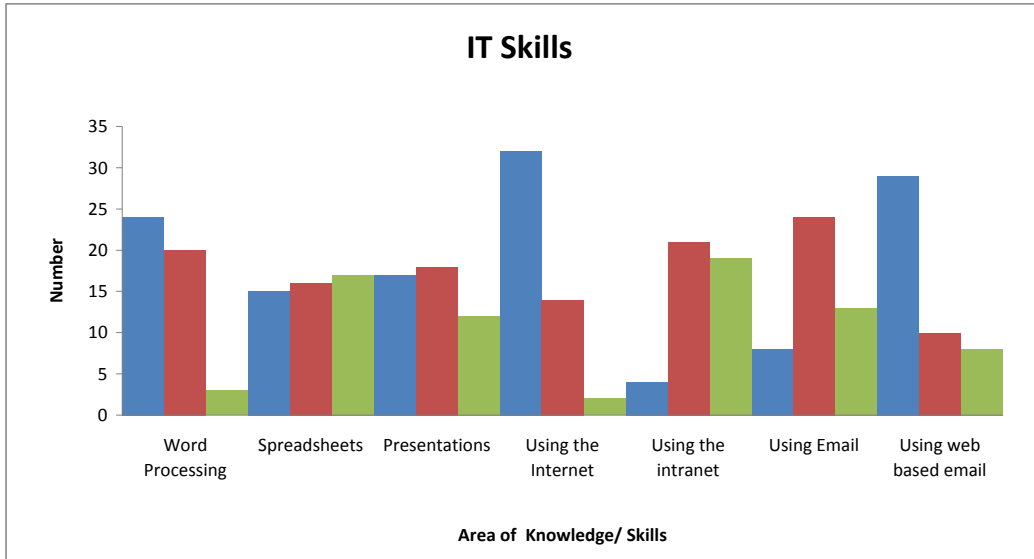


Community Leadership Skills



Managing your role





Other Skills/ Knowledge Requirements



Appendix C

Method	Preferred
Formal presentations/ briefings	34
Group discussion	19
Small group tasks/ discussion	19
Internet & E-learning	13
Reading & Note taking	11
1:1 Mentoring with an expert	20
Shadowing officer/ other member	14
Training	17

Managing your Role

Area of knowledge/ skills	High	Interm	Limited
Time Management	34	13	0
Managing Casework	13	24	10
Report Writing	20	23	5
Letter Writing	31	15	1
Speed Reading	16	18	14
Writing Newsletters	14	25	10
Handling the Media	12	20	15

Interpersonal Skills

Area of knowledge/ skills	High	Interm	Limited
Public Speaking	16	25	11
Charing Meetings	26	11	10
Questioning skills	17	25	4
Negotiation skills	20	23	3
Conflict resolution	19	22	4
Presentation Skills	22	25	1
Group Facilitation	19	23	3

IT Skills

Area of knowledge/ skills	High	Interm	Limited
Word Processing	24	20	3
Spreadsheets	15	16	17
Presentations	17	18	12
Using the Internet	32	14	2
Using the intranet	4	21	19
Using Email	8	24	13
Using web based email	29	10	8

Community Leadership Skills

Area of knowledge/ skills	High	Interm	Limited
Advocacy work within the community	13	22	10
Developing networks and partnerships	11	26	8
Identifying and co-ordinating community resources	10	17	16
Facilitating community groups	12	16	15
Resolving issues for residents	16	9	9

Other Skills/ Knowledge Requirements

Area of knowledge/ skills	High	Interm	Limited
Planning Regulations	4	9	26
Licensing regulations	2	11	28
Equalities legislation	6	17	17
Overview and scrutiny	8	8	20
Financial regulations	1	17	21
Political skills	9	20	11
Other	3	2	1

Summary of

We have highlighted below any areas where a large proportion of Members have indicated that they have 'Limited' knowledge or those options that they have a High preference for

Learning Preferences: Formal presentations/briefings

We have put together a blended programme of learning consisting of formal presentations, briefings and group discussions and will continue to do so

Learning Preferences: Mentoring with an Expert

Currently we do not offer this learning method and this may require further exploration with Members

Learning Preferences: Group discussion/small group tasks & discussion

This learning method is covered by Member Training sessions and the Quarterly Briefings

Managing Your Role: Speed Reading, Writing Newsletters, Handling the Media

It may be possible to offer e-learning modules for the above topics. However, additional resources would need to be identified to design and develop such a module. Additionally, we can explore with the Communications Team whether this is something they could provide training in

Interpersonal Skills: Chairing Meetings, Public Speaking

Training on the above topics was offered on 29 July & 30 July. We can also signpost Members to the LGA 'Chairing Skills Councillor Workbook'

IT Skills: Using the Intranet

This will be covered at the Members' Quarterly Briefing on 6 October 2014

IT Skills:Using Spreadsheets

It may be possible for Members to attend Coporate Learning & Development training being offered on this topic

IT Skills:Using Email

This was covered at the IT drop in sessions on 11 & 18 June 2014. It may be possible for Members to attend Coporate Learning & Development training being offered on this topic

Community Leadership Skills: Identifying and Co-ordinating Community Resources; Facilitating Community Groups; Resolving issues for Residents

We can signpost Members to the LGA Councillor Workbooks and other Councillor guides available via the LGA's Knowledge Hub. These are freely available to download and include the following topics which are likely to be of interest to Councillors:

Supporting constituents with complex issues councillor workbook;
Handling case work Councillor workbook;
Neighbourhood and community engagement Councillor workbook;
The Effective Ward Councillor - Councillor Workbook;
Politicians and personality: A guide for councillors, LGA, 2012
The Political Skills Framework: a councillor's toolkit, LGA, 2013

Other Skills/Knowledge Requirements: Licensing, Planning, Equalities, Scrutiny & Finance Legislation & Regulations

These topics were covered at the Mandatory Training sessions during June-July 2014

Other Skills/Knowledge Requirements: Political Skills

We can signpost Members to the Modern Councillor Political Skills Framework E-Learning module
