

4.3.20 Human Resources metrics

Dates:

Q2

Course length:

One half day

Organisation:

Delivered by external trainer

Location:

ECHA's premises

Target group:

Staff members from the HR Unit

Pre-requisite:

HR experience

Objectives:

- Prepare the participants to determine and apply the latest trends on HR metrics that align best with ECHA's strategic objectives;
- Equip the participants to find and collect high quality data.

Course content:

To be determinate

Additional remarks:

N/A

Info:

Learning and Development Team

4.3.21 Implementation of the NC-CAPA procedure

Dates:

TBD, in Q1-Q2 (also in Q3 if needed)

Course length:

1-2 h

Organisation:

Quality Manager (ExO)/Quality Consultant

Location:

ECHA

Target group:

QAOS and Process Owners/Heads of Units

Objectives:

To train the QAOS/Process Owners so that they can multiply the training and share the information in their own Units/Directorates/process teams.

Course content:

Recap of the NC-CAPA procedure (PRO-0015 and HAN-0018). Practical support to the implementation. Update of the tool status – relevant Remedy adjustments.

Additional remarks:

In the possible Q3 training also external complaints will be included (see 4.3.22).

Info:

Executive Office/Quality Assistant

4.3.22 Introduction training on the Aarhus Convention and implementing legislation (Aarhus Regulation) in the areas of access to information and access to justice

Dates:

Q3/Q4 2015

Course length:

1,5 hours

Organisation:
[REDACTED]**Location:**

ECHA

Target group:

all ECHA staff

Pre-requisite:

attendance of basic training on access to documents

Objectives:

Introduction of the basic principles re access to information and access to justice under the Aarhus Convention (Aarhus Regulation).

Course content:

Outline of the basic principles of the first pillar (access to information) and third pillar (access to justice) of the Aarhus Convention, their implementation and their practical impact for ECHA

Info:
[REDACTED]

4.3.23 Training on external complaints (NC-CAPA)

Dates:

Twice in March 2015 (TBD) and in Q3 in the context of NC-CAPA implementation (see 4.3.21)

Course length:

1 hour

Organisation:

Quality Manager (ExO)/Quality Consultant with LAU

Location:

ECHA

Target group:

All staff, recommended especially for the QAOs and Process Owners/Heads of Units

Objectives:

To explain what external complaints are and how to handle and record them in the appropriate manner. To know when to seek the assistance of the Legal Affairs Unit.

Course content:

The meaning of external complaints (WIN-0195) and how they are encoded in the appropriate tools. How to seek assistance from the Legal Affairs Unit and how to establish preventive and/or corrective actions. Concrete examples will be given.

Info:

Executive Office/Quality Assistant

4.3.24 Introduction to Environmental management

Dates:

tbc, in Q2-Q3

Course length:

1-2 h

Organisation:

Corporate Services (R3) with Quality Manager (ExO)

Location:

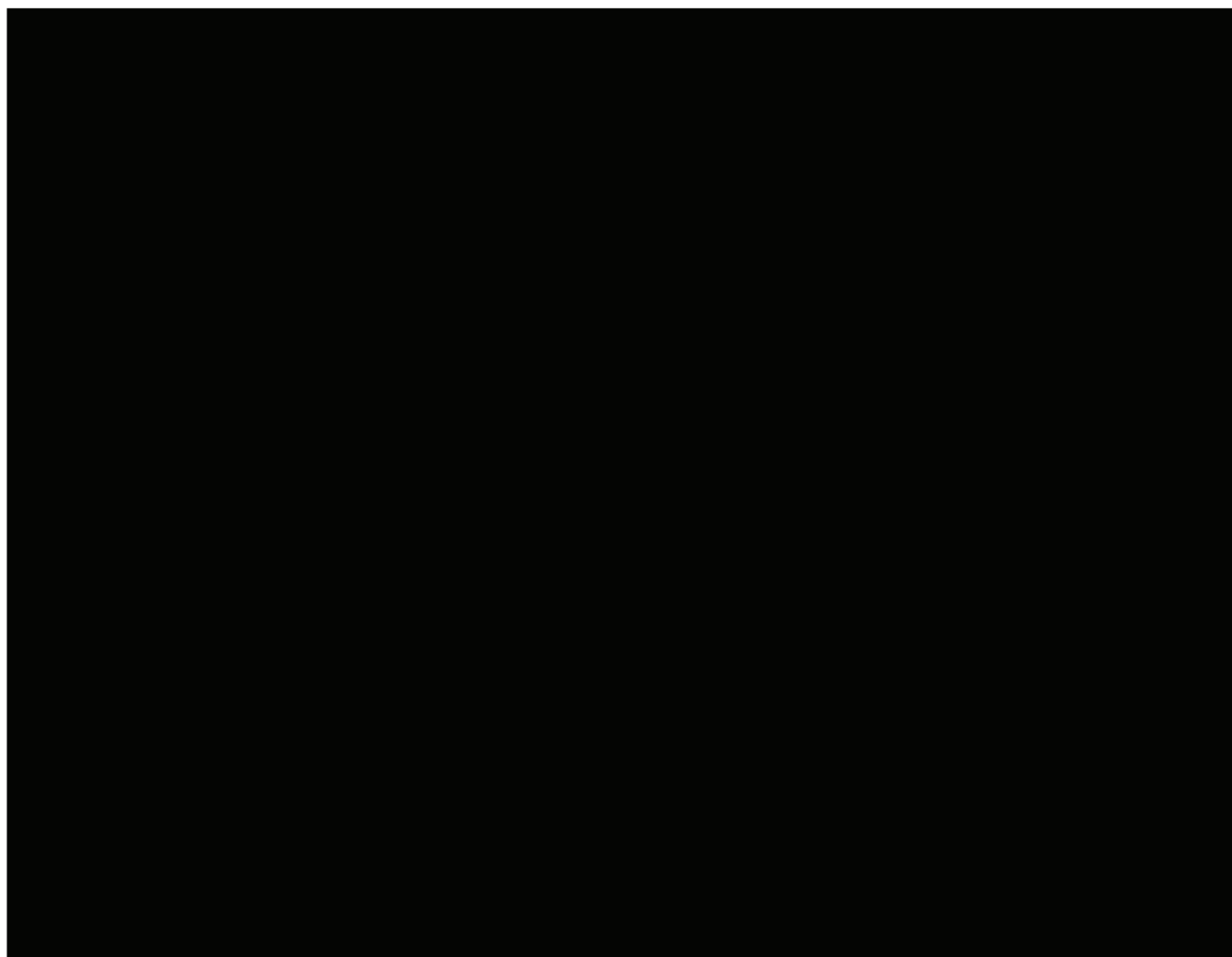
ECHA

Target group:

All staff

Objectives:

To understand the purpose and concept of Environmental management. Its integration to the IQMS.



4.3.25 IQMS Documentation – How to write PROs and WINs

Dates:

Once per month (Feb-May and Sept-Nov)

Course length:

3 hours

Organisation:

Delivered by Quality Assistant

Location:

ECHA

Target group:

All staff members who draft Procedure documents and Work Instructions

Pre-requisite:

Not needed, useful to first follow IQMS introduction or have otherwise basic understanding of ECHA's IQMS

Objectives:

To learn/know how to draft procedures (PRO) and work instructions (WIN).

To understand the IQMS documentation structure of ECHA and how to apply it according to the needs.

Course content:

Introduction to the IQMS documentation scheme, the life cycle of IQMS documents, document control. PRO and WIN layout, content structure, writing style, reviews.

Info:

Executive Office / Quality Assistant

4.3.26 IQMS introduction and refresher training

Dates:

tbc in Units/Directorates

Course length:

Approx. 1-3 hours

Organisation:

Delivered by the QAO(s) of the Directorate or the Unit

Location:

ECHA

Target group:

All new staff members, staff wishing to refresh their knowledge

Pre-requisite:

None

Objectives:

Introduce new staff to quality in the Units and inform about process specific requirements.

course content:

Information about relevant parts of the IQMS, targeted to the needs of the Directorate/ Unit.

additional remarks:

A resource of training material is shared in the QAO group.

Info:

QAO of the Dir/ Unit

4.3.27 IT Governance in ECHA: an introduction to Project, Service and Change management

Dates:

Twice a year: June and December (assuming the minimum number of participants is reached – i.e. 8 people)

Course length:

1 day

Organisation:

Internal (I3)

Location:

ECHA

Target group:

Staff members involved in the execution of IT activities and interested in gaining a better understanding of internal processes that lead to the execution of a project, the delivery of a service and the implementation of a change.

Pre-requisite:

None

Objectives:

The aim of this course is to provide staff with an introduction to and the relevant IT Governance processes. The morning session will cover at high level ECHA ICT key governance process (description, roles and actors) and a short presentation of the methodologies applied (i.e. Prince 2 -process model, key controls, project management techniques). The relevant IQMS documents are presented and discussed in detail. During the afternoon session an interactive workshop on “real” project case will be organised.

After the course the participants will be familiar with basics of the project, service and change management methodology applied in ECHA and will gain a good understanding of the inception steps for the definition and implementation of a project proposal (including the presentation of key steps of the process, key roles, and outcomes to be expected).

4.3.28 Secretaries Development Programme

Dates:

Q1

Course length:

To be determined

Organisation:

Delivered by external trainer

Location:

ECHA

Target group:

Secretaries of Head of Units

Pre-requisite:

N/A

Objectives:

- Develop the competence & managerial aspects of your role
- Improve your confidence, assertiveness and communication skills
- Manage the stress and pressure in an increasingly challenging environment
- Understand your own and others personality & its effect on behavior
- Make better and more effective decisions

Course content:

To be determined - The training sessions will be highly interactive. Methods used will include dialogue, exercises, visual aids and reflecting in a very participative and pragmatic way. Secretaries real work situations will offer a base on which this training will be built.

Additional remarks:

N/A

Info:

Learning and Development Team

4.3.29 Knowledge management

Dates:

To be confirmed

Course length:

To be defined

Location:

ECHA

Target group:

C2 staff developing / directing the knowledge management; 2-4

Pre-requisite:

To be defined

Objectives/Course content:

Learn how knowledge can be organised in an efficient / user friendly way to improve knowledge management

Additional remarks:

Activity 1: Decisions are well justified and of a high technical and scientific quality.

Activity 2: All substance evaluations are prepared and processed with a high degree of scientific, technical and legal quality according to the agreed standard approaches and procedures and within the legal deadlines.

ECHA's values: Trustworthy - Our decisions are science based and consistent.

Info:

4.3.30 Managing Web statistics efficiently

Dates:

To be confirmed (1 day)

Course length:

To be confirmed

Location:

ECHA

Target group:

A3 + all staff members

Pre-requisite:

To be defined

Objectives/Course content:

How to get the best out statistics' analysis, understanding deeply bounce rates, referrals, etc.

Info:

4.3.31 Managing uncertainty

Dates:

To be confirmed

Course length:

To be defined

Location:

ECHA

Target group:

To be defined

Pre-requisite :

To be defined

Objectives/Course content:

To be defined

4.3.32 Modelling / forecasting

Dates:

To be confirmed

Course length:

2-3 days

Location:

ECHA

Target group:

C2 staff involved in business intelligence; 2-4

Pre-requisite:

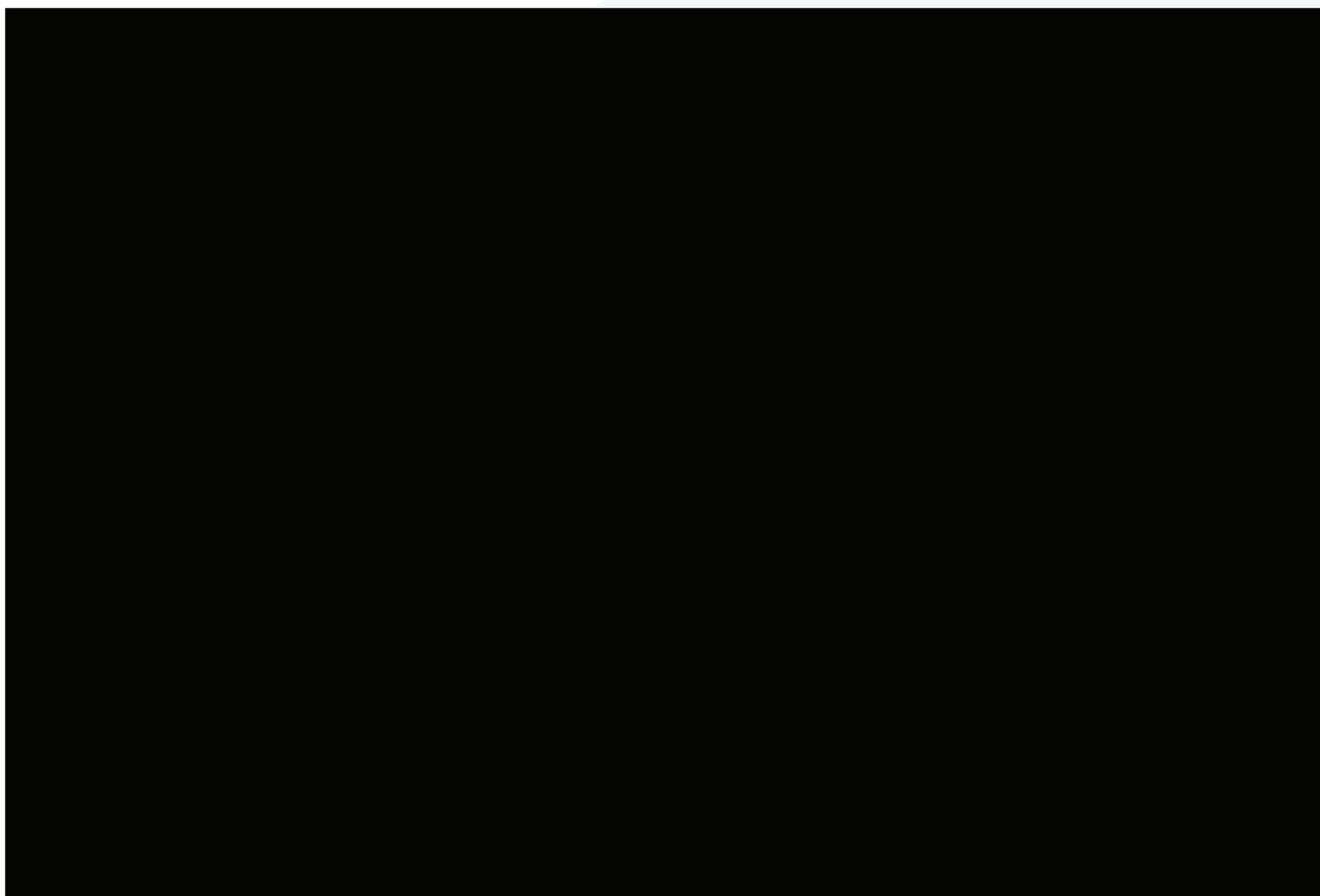
To be defined

Objectives/Course content:

Improve possibilities to estimate and forecast workload, consequences of change(s) in the process(es)

Additional remarks S04:

Embrace current and new legislative tasks efficiently and effectively, while adapting to upcoming resource constraints



4.3.33 Photography training

Dates:

To be confirmed (1 day)

Course length:

To be confirmed

Location:

ECHA

Target group:

A3 + all staff members

Pre-requisite:

To be defined

Objectives/Course content:

Improve photographing skills of ECHA staff taking pictures for external or internal use.

Info:



4.3.34 Principles of great Communication

Dates:

September/October 2015/ on request

Course length:

2 hours

Organisation:

A3

Location:

ECHA

Target group:

All ECHA staff members who are interested in developing their communication skills in business environment.

Pre-requisite:

No

Objectives:

During this session you will learn about the key factors of successful communication and how to apply these principles in your daily work.

Course content:

- Communication versus information: what is actually communication
- Key elements of successful communication
- Practical tips on effective communications

Info:

4.3.35 Product management and process improvement/simplification

Dates:

Q1 or Q2 2015

Course length:

1 to 3 days

Organisation:

External trainer (such training was provided to C3 colleagues earlier)

Location:

ECHA

Target group:

C1 staff contributing to product management; 3 to 5

Pre-requisite:

To be defined

Objectives:

Understanding the role and tasks of product management in the context of ECHA's IT projects (scientific IT tools), knowing and understanding applied methodologies and standards (e.g. ITIL), learn how to use respective tools

Course content:

project plans for IUCLID 6 and REACH-IT 3.2 development

Additional remarks:

the highlights of the registration activity (Activity 1) for 2015 are to make sure that all identified improvement needs for the dossier creation and submission-related tools and support are efficiently gathered and channelled into the respective development work (Activity 6)

Info:

[REDACTED]

4.3.36 Quality Management - Learning path for QAOs

Dates:

To be confirmed

Course length:

One or two sessions/year (basic and more advanced level)

Location:

ECHA

Organisation:

Quality Manager (ExO)/External trainer

Target group:

QAOs

Pre-requisite:

To be defined

Course content:

To be defined

Info:

R2

4.3.37 Read-across methods, QSAR

Dates:

Q1

Course length:

To be confirmed

Location:

ECHA

Target group:

To be defined

Pre-requisite:

To be defined

Objectives/Course content:

To be defined

Additional remarks:

GDS

4.3.38 Senior Secretaries Development Programme – Group Coaching (Continuation)

Dates:

Q1

Course length:

To be determinate

Organisation:

Delivered by external coach

Location:

ECHA's premises

Target group:

Senior secretaries

Pre-requisite:

N/A

Objectives:

- Address individual or organizational challenges
- Develop strategic thinking, planning, and problem-solving

Course content:

Group coaching

Additional remarks:

N/A

Info:

Learning and Development Team



4.3.39 SME Embedment Programme

Dates:

Q2

Course length:

1 day in-house,
3 days at an SME

Location:

ECHA

Target group:

ECHA staff without own
industry experience

Objectives/Course content:

To be defined

Info:

[Redacted]

4.3.40 Team/task force building

Dates:

To be confirmed

Course length:

1 or 2 one-hour sessions at a time

Location:

ECHA

Target group:

A2 staff. Potentially Separately for Guidance & Forum teams.

Pre-requisite:

To be defined

Objectives/Course content:

To improve current knowledge of theoretical aspects of multi-component team building and implementation in practice.

Info:

4.3.41 Video scripting

Dates:

To be confirmed (2 days)

Course length:

To be confirmed

Location:

Session in ECHA

Target group:

A3 + all staff members

Pre-requisite:

To be defined

Objectives/Course content:

Improve skills to produce effective scripts for audio-visual productions.

Info:

4.3.42 Web communication

Dates:

Q2

Course length:

One half day

Organisation:

Delivered by external trainer

Location:

ECHA's premises

Target group:

Staff members who are authors of web content

Pre-requisite:

N/A

Objectives:

- Learn to writing for online readers: help readers who are uncomfortable, stressed, searching, and in a hurry.
- Learn to writing useful hyperlinks: what to write instead of Click Here.
- Learn to use images and graphs online: make visual content accessible.
- Learn to write plain English: check readability, structure documents and write concisely, use clear words and sentences; avoid grammar mistakes.
- Get familiar with ECHANet editorial guidelines (style, headlines, text, formatting, chunking and hyperlinks).

Course content:

To be determined.

Additional remarks:

N/A

Info:

Learning and Development Team

4.3.43 Website design for mobile devices, HTML 5

Dates:

To be confirmed (2 days)

Course length:

To be confirmed

Location:

ECHA

Target group:

To be defined

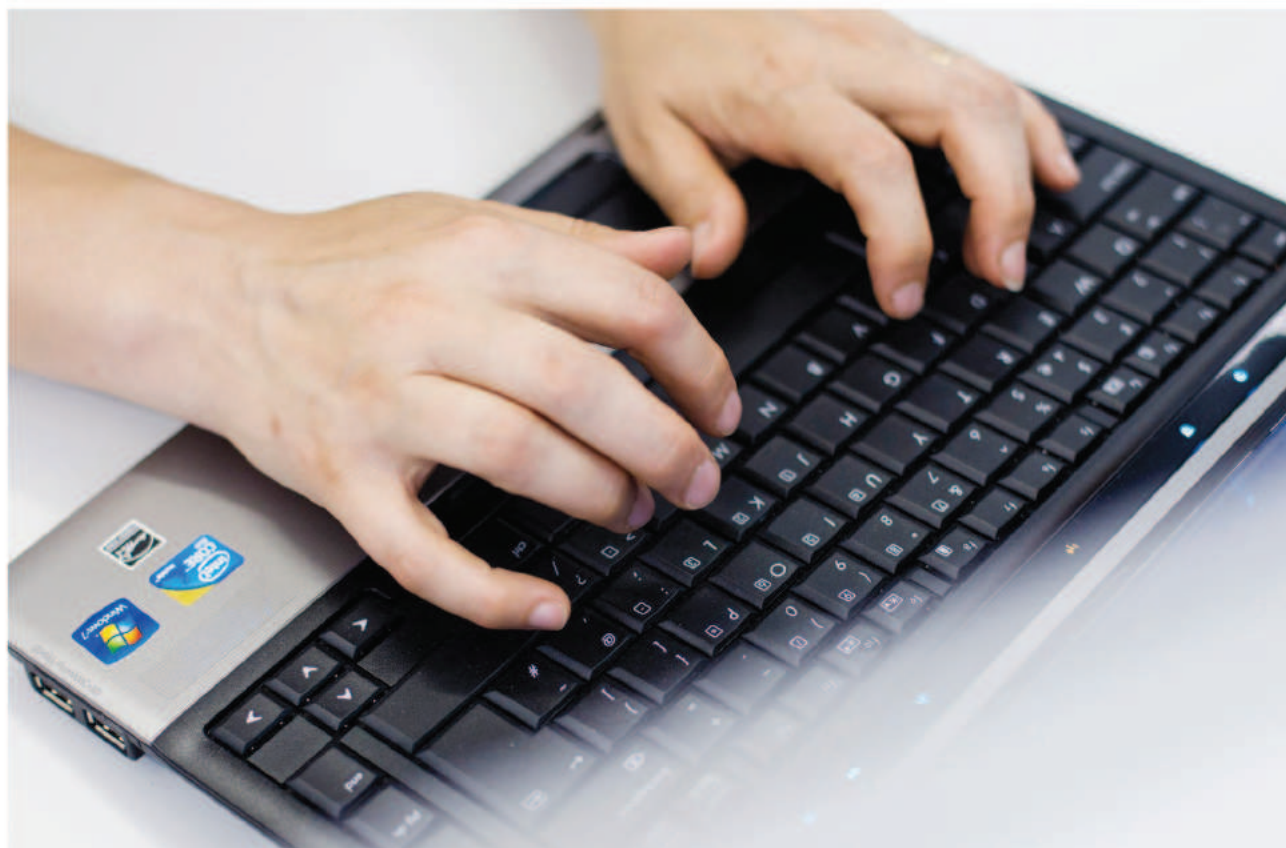
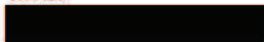
Pre-requisite:

To be defined

Objectives/Course content:

How to optimize content for mobile devices fruition, mobile responsive design, etc. in connection with HTML 5 to enhance users' experience

Info:



4.3.44 Webropol training – basic level

Dates:

to be defined

Course length:

3 hrs

Organisation:

Internal trainers

Location:

ECHA

Target group:

Any ECHA staff member using the online questionnaire creation tool Webropol. The course is suited for those with little or no previous experience with the tool.

Pre-requisite:

Webropol user account needs to be requested from [REDACTED] ahead of the training. No other pre-requisite.

Objectives:

This training will show the basic principles of using Webropol to create different types of surveys. It will cover some of the important functionalities of the tool and the ECHA rules related to survey creation. Staff attending the training will be able to create surveys for various uses including feedback questionnaires, short polls and event registration forms. Staff will also become aware of ECHA's own approach to survey creation and will contribute to a harmonised survey process across the Agency.

Course content:

The training will include:

- An overview of different question types
- Using visual elements in questionnaires
- Sending questionnaires using public or private links and recipient management
- Creating email templates and thank you pages as well as sending reminders to respondents
- Basics of reporting – how to create statistical reports, customised reports and e-reports
- ECHA rules relating to surveys (standardised survey scales, data protection disclaimers, role of the ECHA survey committee)

Info:

ExO

4.4 PROFESSIONAL SKILLS

4.4.1 Administrative writing

Dates:

On request

Course length:

2 days

Organisation:

-

Location:

ECHA

Target group:

Staff who need to write administrative documents in English for internal and external communication.

Pre-requisite:

Good writing skills in English : equivalent to Language Course Level 6

Objectives:

General Objective:

- To learn how to write effective administrative documents in English for internal and external communication in the Commission

Specific Objectives:

- To learn techniques to write clearly, concisely and accurately
- To learn how to write for different audiences
- To develop an awareness of different types and styles of writing* :e-mails, internal notes, briefing notes, speaking notes, letters, minutes of meetings
- To learn how to organise and structure administrative documents at the Commission
- To improve written communication in internal and external documents

At the end of the course participants will be able :

- To write administrative documents effectively for both internal and external communication according to Commission guidelines
- To organise and structure their documents
- To recognise and avoid pitfalls in administrative English
- To evaluate their writing.

Course content:**Principles of administrative writing :**

- characteristics
- rules and procedures
- code of good administrative practice : dealing with requests, deadlines for replies, appeal procedures
- Internal correspondence :
- Special characteristics of written documents such as: e-mails, internal notes, minutes of meetings, President's mail and briefings for the President

External correspondence :

- Special characteristics of written documents such as : letters, press releases, articles

Techniques to organise and structure writing :

- methods
- paragraph structures
- signpost language

Effective writing skills :

- clarity and conciseness
- grammar, spelling and punctuation
- administrative vocabulary
- appropriate administrative style and tone

Info:

For training organisation and applications R2 training and development team

4.4.2 Advocacy skills

Dates:

To be confirmed

Course length:

To be confirmed

Location:

ECHA

Target group:

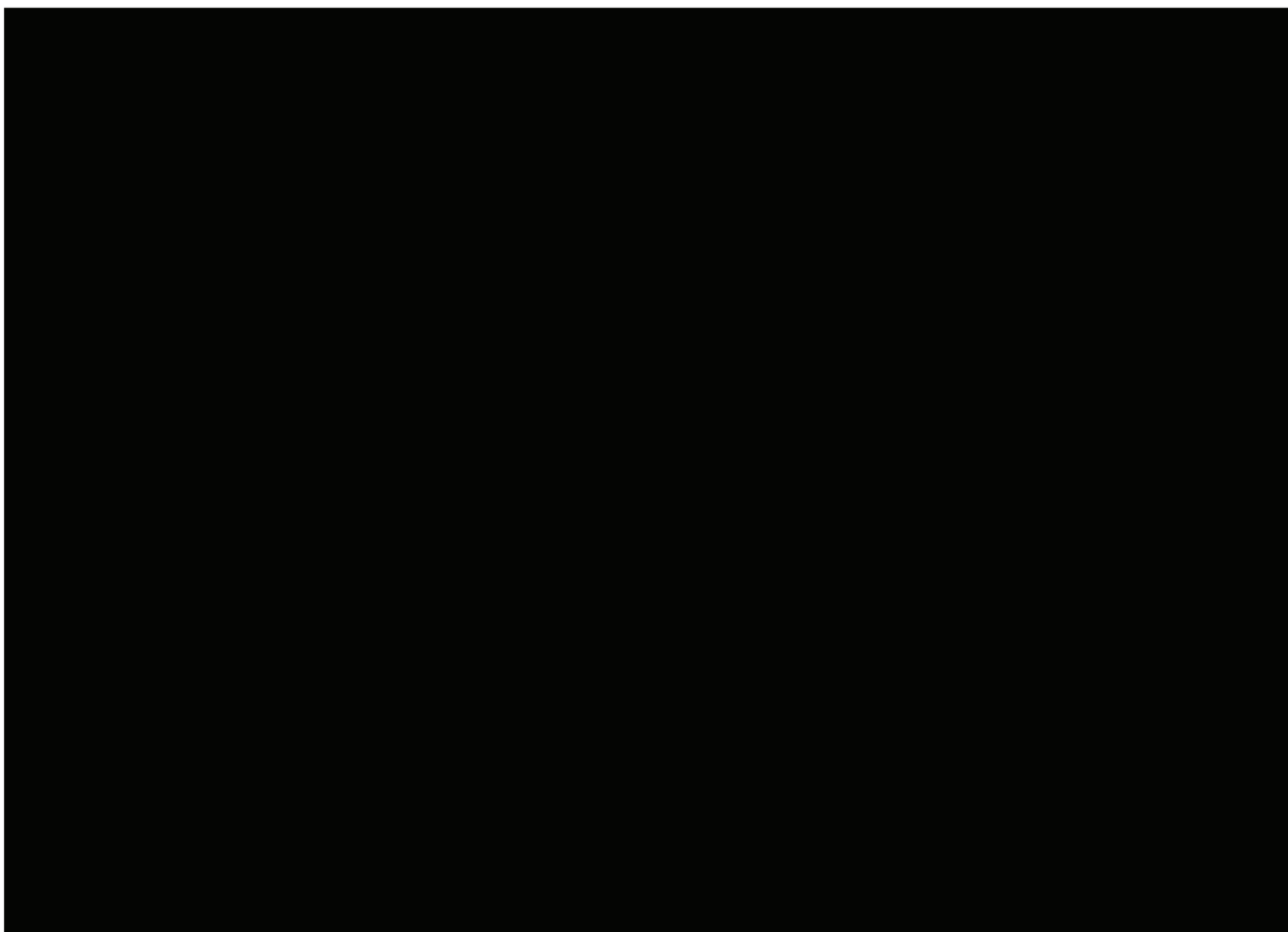
To be defined

Pre-requisite:

To be defined

Objectives/Course content:

To be defined



4.4.3 Assertiveness

Dates:

To be scheduled.

Course length:

2 days

Organisation:

-

Location:

ECHA

Target group:

For everyone who wishes to develop an assurance and confidence in their interpersonal relationships

Pre-requisite:

None

Objectives:

To define and understand what it means to be assertive.

To learn assertiveness techniques

Course content:

The concept of what it means to be assertive:

- Self assessment questionnaire
- Definition of assertiveness
- The principle uses of assertiveness
- Knowing your rights
- Being aware of the limits of assertiveness
- Making the decision to change
- Knowing how to progress

Assertiveness techniques:

- How to ask for something
- Knowing how to say "no"
- Receiving and giving criticism
- Managing difficult situations
- Improving relationships with colleagues and superiors

Info:

For training organisation and applications R2 training and development team

4.4.4 Charing meetings

Dates:

Q2

Course length:

To be determinate

Organisation:

To be determinate

Location:

ECHA's premises

Target group:

All staff members who chair face to face meetings

Pre-requisite:

N/A

Objectives:

The chairing meetings course will help staff who wants to get the most from the meetings they chair. It will help them achieve clearly defined meeting outcomes by improving participant contributions and overcoming meeting challenges.

- Acquired a common understanding of the roles and expectations within effective meetings, including the role of the chairperson, facilitator, minute taker and attendees;
- Established the best structure for conducting their meetings and the tools available to achieve the meeting outcomes;
- Developed skills and techniques to manage different behaviours and energy levels within a meeting to ensure they get the most from the meeting attendees' contributions.

Course content:

To be determinate

Additional remarks:

N/A

Info:

Learning and Development Team

4.4.5 Clear writing

Dates:

On request

Course length:

Half a day

Organisation:

A3

Location:

ECHA

Target group:

All ECHA staff members

Pre-requisite:

No

Objectives:

-

Course content:

This training provides basic tips and understanding on how to write understandable and effective text for documents, presentations, websites etc.

This training may also be combined with the web editor training that we will organise jointly with Digital Communications to train the units to publish some of their documents themselves.

Info:

4.4.6 COMA training (Contact Management tool)

Dates:

Twice a year, small group trainings on request

Course length:

Approx. 1.5 hours

Organisation:

Information Management Secretariat/ ExO

Location:

ECHA

Target group:

Staff interested in Contact Management

Pre-requisite:

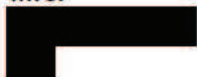
No prior knowledge needed

Objectives:

The aim of the course is to provide participants with an overview of the COMA tool (Contact Management) and get the attendees familiar with different functionalities through hands on training.

Course content:

The course will allow the participants to discover the tool. Hands on training section will show how to browse information, view/add contact details, create lists of contacts, work with excel lists, use advanced search function, edit information and manage events.

Additional remarks:**Info:**

4.4.7 Corporate day

Dates:

To be confirmed (September?)

Course length:

To be confirmed

Location:

ECHA

Target group:

To be defined

Pre-requisite:

To be defined

Objectives/Course content:

To be defined

Info:

R2

4.4.8 Customer relations and service

Dates:

On demand

Course length:

1 day

Organisation:

External trainer

Location:

ECHA

Target group:

All staff

Pre-requisite:

No prior knowledge needed

Objectives:

- Acquire the best customer service techniques and practices
- Improve professionalism on the telephone
- Have a command of the keys to communication

Course content:

- Customer-centred approach
- Telephone Etiquette
- Voice Hygiene
- Assertive communication
- Dealing with persistent or difficult customers

Info:

R2 Training

4.4.9 Drafting e-mails – e-mails to help communication

Dates:

To be scheduled

Course length:

1 day

Organisation:**Location:**

ECHA

Target group:

Anyone who communicates regularly by e-mail.

Pre-requisite:

None

Objectives:

Learn to draft efficient e-mails; help internal and external communication; save your correspondents' time. The goal of this training course is for the participants to learn to communicate efficiently by e-mail, by:

- sending mails “à bon escient” ;
- drafting clear and concise e-mails, allowing recipients to more easily deal with the communication ;
- target the message with the recipient in mind (taking into account the relationship and multicultural aspect), to maintain good relations ;
- using the correct functions of e-mail to ensure efficiency and quality in communication by e-mail.

Course content:

All types of communication by e-mail

- Parameters of the communication (who writes to whom, what to say and what to expect back, which type of mail)
- Peculiarities of e-mail :
 - o ease, immediacy and variety of correspondents
 - o writing read on the screen
 - o e-mail vs the letter and other written communication
 - o e-mail vs the telephone and other spoken communication
 - o responsibility and confidentiality in sending e-mails
 - o immediate legibility
- Target communication
 - o type of e-mails
 - o bearing the recipient in mind
 - o Use of pertinent functions of MS Outlook (choice of recipients in destinataire or copy, automatic signature, etc)
- Efficiency and clarity of style
- Acquisition of know-how
 - o self evaluation grid for efficient communication of business e-mails

Info:

For training organisation and applications R2 training and development team

4.4.10 Effective Business Partnering

Dates:

14 January 2015 (Pilot group) and additional sessions might be organized later during the year 2015

Course length:

One full day

Organisation:

Delivered by external trainer – [REDACTED]

Location:

ECHA's premises

Target group:

Staff in the supporting functions at ECHA

Pre-requisite

N/A

Objectives:

- Explain what it means to be a Business Partner
- Identify their (internal) customers and their needs
- Articulate a clear value proposition for their (internal) customers
- Have a consultative dialogue with their (internal) customers, using questioning and listening skills
- Respond to (internal) customer requests in a positive, constructive and solution-oriented manner

Course content:

- Strategic context at ECHA
- Definition of internal customer
- Value proposition of my role/function
- Business partnership
 - o Possible roles of a support function (pair of hands, expert, facilitator, partner)
 - o Definition of business partner; being one step ahead of the customer; thinking together with the customer, helping the customer meet their objectives (with discussion/exercise)
 - o Examples of behaviours that demonstrate (or don't demonstrate) partnership
- Consulting skills
- Building the customer relationship over time

Additional remarks:

Framework Contract HR/R3/PR/2011/012 – Lot 1 Strategic Planning and Change Management

Info:

Learning and Development Team
[REDACTED]

4.4.11 Effective intercultural communication

Dates:

On demand

Course length:

1 day

Organisation:**Location:**

2032

Target group:**Objective:****Course content:**

This is an interactive course based on theory and on practical case studies/examples.

Content:

- Research and models used in intercultural communication;
- Impact of cultural values on communication (gender, hierarchy, context);
- Cross-cultural communication patterns;
- Dos and Don'ts.

At the end of the course participants will be able to:

- Understand the cultural values and how they affect communication;
- Develop the skills needed to communicate appropriately in multicultural contexts;
- Avoid assumptions and misunderstandings;
- Adapt and react appropriately in various intercultural communication situations.

Info:

For training organisation and applications R2 training and development team

4.4.12 Effective writing

Dates:

On demand

Course length:

1 day

Organisation:

External trainer

Location:

ECHA

Target group:

All staff

Pre-requisite:

No prior knowledge needed

Objectives:

- Identifying the characteristics, rules and elements specific to written messages;
- Drafting an appropriate and convincing argument
- Choosing a plan that is appropriate for the objective of the document
- Structuring a document effectively

Course content:

- Defining the objective and content
- Defining the theme
- Drafting an appropriate argument
- Strengthening your argument
- Knowing the main types of reasoning
- Constructing a document
- Choosing an appropriate plan
- Drafting the document

Info:

R2 Training

4.4.13 Emotional intelligence

Dates:

To be confirmed

Course length:

To be confirmed

Location:

ECHA

Target group:

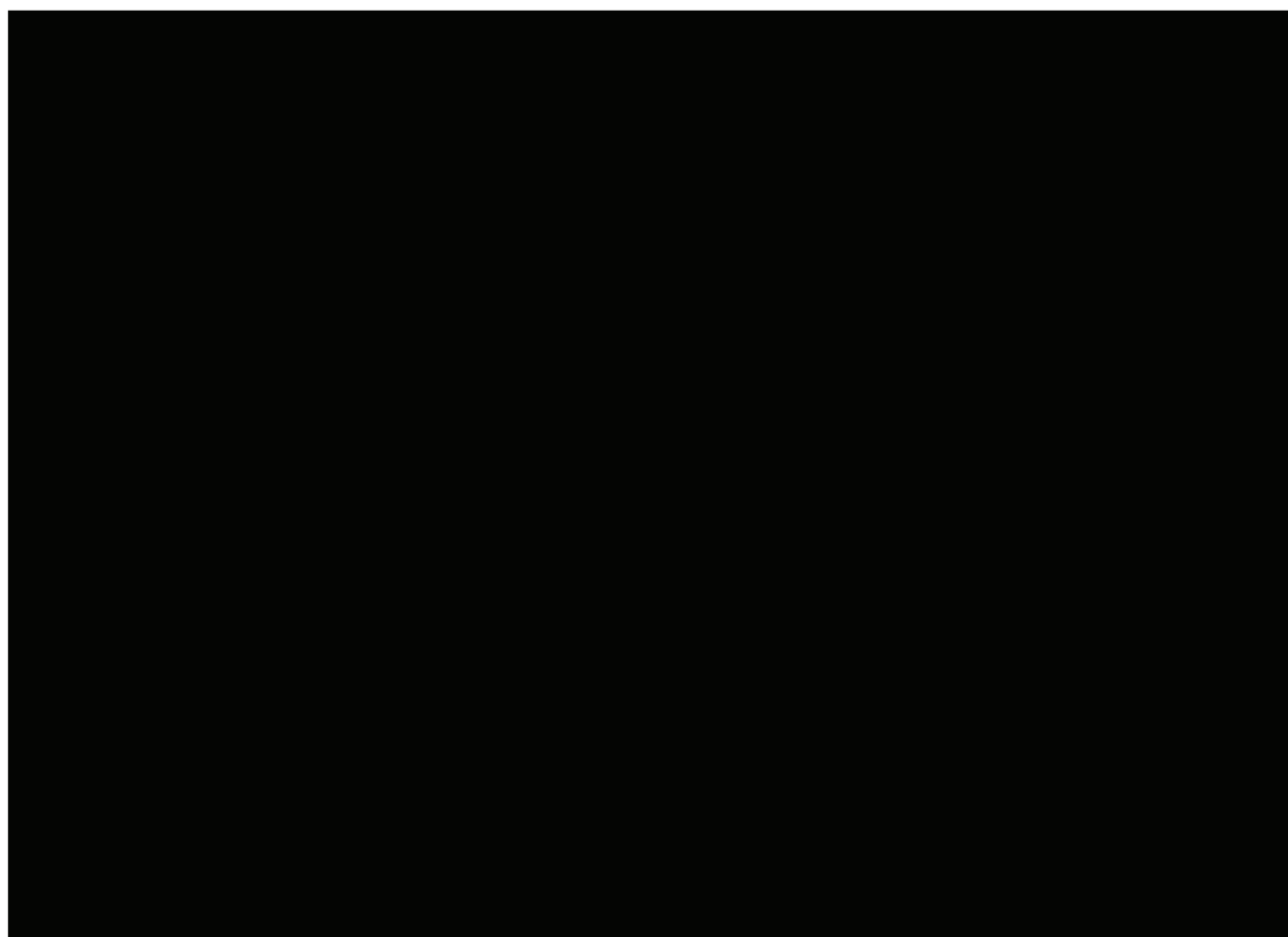
To be defined

Pre-requisite:

To be defined

Objectives/Course content:

To be defined



4.4.14 Facilitation techniques

Dates:

Q1

Course length:

One full day

Organisation:

Delivered by external trainer

Location:

ECHA's premises

Target group:

A3 + all staff members.

Pre-requisite:

Knowledge of basic facilitation skills

Objectives:

Learn new facilitation techniques to be able to facilitate different workshops organised by A3 and/or strategic level workshops organised by the Agency.

Course content:

To be determinate

Additional remarks:

N/A

Info:

Learning and Development Team

4.4.15 Giving and receiving feedback

Dates:

tbc

Course length:

One day

Organisation:

External trainer

Location:

ECHA

Target group:

All ECHA staff

Pre-requisite:

N/A

Objectives:

Provide the staff members with the skills and confidence to both give and receive feedback effectively to and from others in the Unit and the Agency

4.4.16 Intercultural management training

Dates:

Q2

Course length:

To be confirmed

Location:

ECHA

Target group:

To be defined

Pre-requisite:

To be defined

Objectives/Course content:

To be defined

Info:

4.4.17 Interviewing techniques

Dates:

To be confirmed

Course length:

To be confirmed

Location:

ECHA

Target group:

A3+all staff concerned

Pre-requisite:

To be defined

Objectives/Course content:

Improve the writing skills of ECHA staff producing content to the website and news vehicles

4.4.18 Journalistic writing (basics)

Dates:

2 days

Course length:

To be confirmed

Location:

ECHA

Target group:

All staff writing for external audiences

Pre-requisite:

To be defined

Objectives/Course content:

Improve the writing skills of ECHA staff producing content to the website and news vehicles.

Info:

4.4.19 Lean management

Dates:

pilot starting in Q2

Course length:

half day / one day TBC

Organisation:

ExO

Location:

ECHA

Prerequisites:

none

Target group:

all staff members who want to develop their capability to implement improvements in ECHA's activities

Objectives:

During the course you develop and understanding of what lean practices and processes look like and have a chance to develop your personal change idea into an action plan

Course content:

Principles: what does a lean organisation look like

Application: improvement project scoping and management

Info:

[REDACTED]

4.4.20 Make the best presentation of your life

Dates:

On request

Course length:

1 h

Organisation:

A3

Location:

ECHA

Target group:

All ECHA staff members

Pre-requisite:

No

Objectives:

-

Course content:

This training course offers practical tips on how to get your messages across effectively in presentations. The course is useful for both beginners and for experienced presenters – there is always room for improvement!

Info:

[Redacted]

4.4.21 Media training

Dates:

Q2-Q4

Course length:

Two hours

Organisation:

Internal. Press advisers.

Location:

ECHA

Target group:

All involved in Agency's media relations. Directors, HoUs, senior scientific experts.

Pre-requisite:

None

Objectives:

How ECHA manages its media relations.

Course content:

How Newsroom operates

Agency's media strategy

Coordinating media interviews and press enquiries

Info:

4.4.22 Mediation for confidential counsellors

Dates:

22 January 2015

Course length:

One full day

Organisation:

Delivered by external trainer -

Location:

ECHA's premises

Target group:

Confidential counsellors

Pre-requisite:

N/A

Objectives:

- Preparing workplace counsellors to intervene in order to pacify and normalise working relationships which are causing hardship
- Becoming familiar with the basic principles of negotiation and facilitation as a third neutral party when alleviating conflicts in working relationships

Course content:

- Negotiation
- Conciliation, moderation, facilitation
 - o The dynamics of the conflict
 - o Ethical issues
 - o The message
 - o The role of the workplace counsellor in conciliation
 - o The basic communication skills of the neutral third party
 - o The special communication skills of the neutral third party
- The dynamics of the conflict
- Ethical Issues
 - o The role of the workplace counsellor in conciliation
 - o The communication skills of the neutral third party
 - o Basic skills
 - o Special skills
- Stages of involvement: from preparation to follow-up of implementation

Additional remarks:

N/A

Info:

Learning and Development Team

4.4.23 Minutes writing and taking notes

Dates:

On demand

Course length:

2 days

Organisation:

-

Location:

ECHA

Target group:

Anyone who has or may have to take notes during a meeting and write up the minutes of that meeting. This course is one of the courses on the "Attestation" list, which officials concerned by the attestation procedure are recommended to follow to develop the skills necessary for their new tasks (training needs of the service must also be taken into account).

Pre-requisite:

None

Objectives:

To develop participants' skills at taking notes effectively during a meeting and writing up appropriate minutes.

Participants will learn how to:

- prepare for a meeting
- select key information relevant for the minutes
- take notes effectively using different methods
- structure notes to write the required minutes
- write clear and effective minutes

PLEASE NOTE THAT REPORT WRITING IS NOT COVERED IN THIS COURSE.

Course content:

- Techniques to prepare for a meeting
- Types of minutes - verbatim, narration, action, resolution
- Methods for taking notes - zones and grids, 7 questions, mind map, keywords, abbreviations, logical links
- organising and structuring notes - SPRI and FOR
- Review techniques to write effectively

Info:

For training organisation and applications R2 training and development team

4.4.24 Personal effectiveness

Dates:

Second or third week of February 2015

Course length:

	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY
AM	Negotiation skills: background	Negotiation skills: group 1	Negotiation skills: group 2	Inquiry	
PM	Negotiation skills: background	Negotiation skills: practice, group 1	Negotiation skills: practice, group 2	Giving and receiving feedback	

Target audience (incl. number of persons requiring the training):

16 Staff members for the session on negotiation and persuasion

60 Staff members for the session on enquiry and giving and receiving feedback.

Organisation:

ECHA

In the context of regulatory process in ECHA (Substances of Very High Concern, Applications for Authorisation, Restrictions, Classification & Labelling and Biocides), ECHA staff need to improve their skills of ECHA staff in negotiation, influencing and communication with representatives of industry, representatives of Dossier Submitters, the rapporteurs and members of RAC and SEAC as well as the NGO's and the Commission.

Specific learning objectives:

- To improve how ECHA's staff give technical and administrative information in the most accessible manner, taking into account that the receivers on the other side can be private companies (with profit motive), authorities (with a regulatory motive) or NGOs (with citizen's motive). These people can be specialists or generalists.
- To improve ECHA's staff's skills to negotiate and persuade its stakeholders in a tactful manner to ensure that the risk management goals of the REACH, CLP and Biocides regulations are met, as relevant in the context.
- To how to better interact with the partners described above in a way that
 - o enables full disclosure of the information needed for an efficient management of the dossiers,
 - o enables ECHA and its scientific Committees to have honest and exhaustive information of a scientific nature; and
 - o it is possible to evaluate information about possible alternatives in a credible manner.
- To better interact with the dossier submitters (member states or companies), rapporteurs and members of the committees as well as the Commission staff so that the outcome of the processes can be steered in a "fit-for-purpose" and efficient manner into the right direction in terms of quality and on-time delivery of the documents.
- To improve the skill of inquiring and giving and receiving feedback.

4.4.25 Negotiations – learning to give and receive feedback

Dates:

to be decided

Course length:

Half-day

Objective:

Have increased ability to give and receive feedback to be more skilled negotiators.

After the training, participants will have gained further skills / experience on:

- Give and receive feedback from peers, rapporteurs, committee chairs
- Be aware of their strengths and weaknesses in negotiations

Form of training:

Lecture and practical training sessions



4.4.26 Pleading and communication techniques

Dates:

Autumn 2015

Course length:

1/2 days

Organisation:

External Trainer

Location:

ECHA

Target group:

Staff members from the B2 Legal Affairs Unit

Pre-requisite:

N/A

Objectives:

To help participants to improve their ability to prepare and give presentations addressed to a variety of audiences, to plead in front of the Court, and to express themselves clearly, precisely and briefly while holding listeners' attention. To learn rules, tips and tricks from an experienced Pleader.

Course content:

tbc

4.4.27 Personal effectiveness and Time management

Dates:

Group 1 – 7 April 2015

Group 2 – 8 April 2015

Course length:

One full day

Organisation:

Delivered by external trainer - [REDACTED]

Location:

ECHA's premises

Target group:

Staff who are in need to improve their organisational skills, time management and general effectiveness.

Pre-requisite

To come with an open mind, as well as a real willingness to not just apply techniques but to change as well.

Objectives:

The main objective of the courses is to learn how to improve one's time management, effectiveness and self-organisation.

As outcome is expected that the participants will:

- Develop self-awareness about time management and its relation to personality
- Have created a common understanding of the importance of objectives and their impact on personal and organisational effectiveness
- Be able to distinguish the concept of 'urgent' from that of 'important'
- Have a good understanding what priorities are and what prerequisites are needed to handle priorities in an adequate manner
- Know how to effectively manage time
- Build a personal action plan
- Be able to handle interruptions

Course content:

- Philosophical considerations on time: Essential as an overall framework making sense for concepts and tools for time management, key for instance for burnout prevention.
- Task analysis:
 - o Awareness developing tool on workload level, on clarity of job description, on prioritization, on "urgencies" and how to handle them, on emotional aspects related to time, on the role of the manager. Collaboration from team members and manager are discussed as a prerequisite.
 - o A basis for planning (of which the basis will briefly be covered if time permits and participants see this as a priority).
 - o A basis for next topic: time management rules.
- Time management rules: Presentation and discussion of the 10 golden rules of time management.

The trainer will conduct a short initial assessment with participants at the beginning of the course in order to confirm scope, and guide participants to additional solutions beyond the current 1 day course.

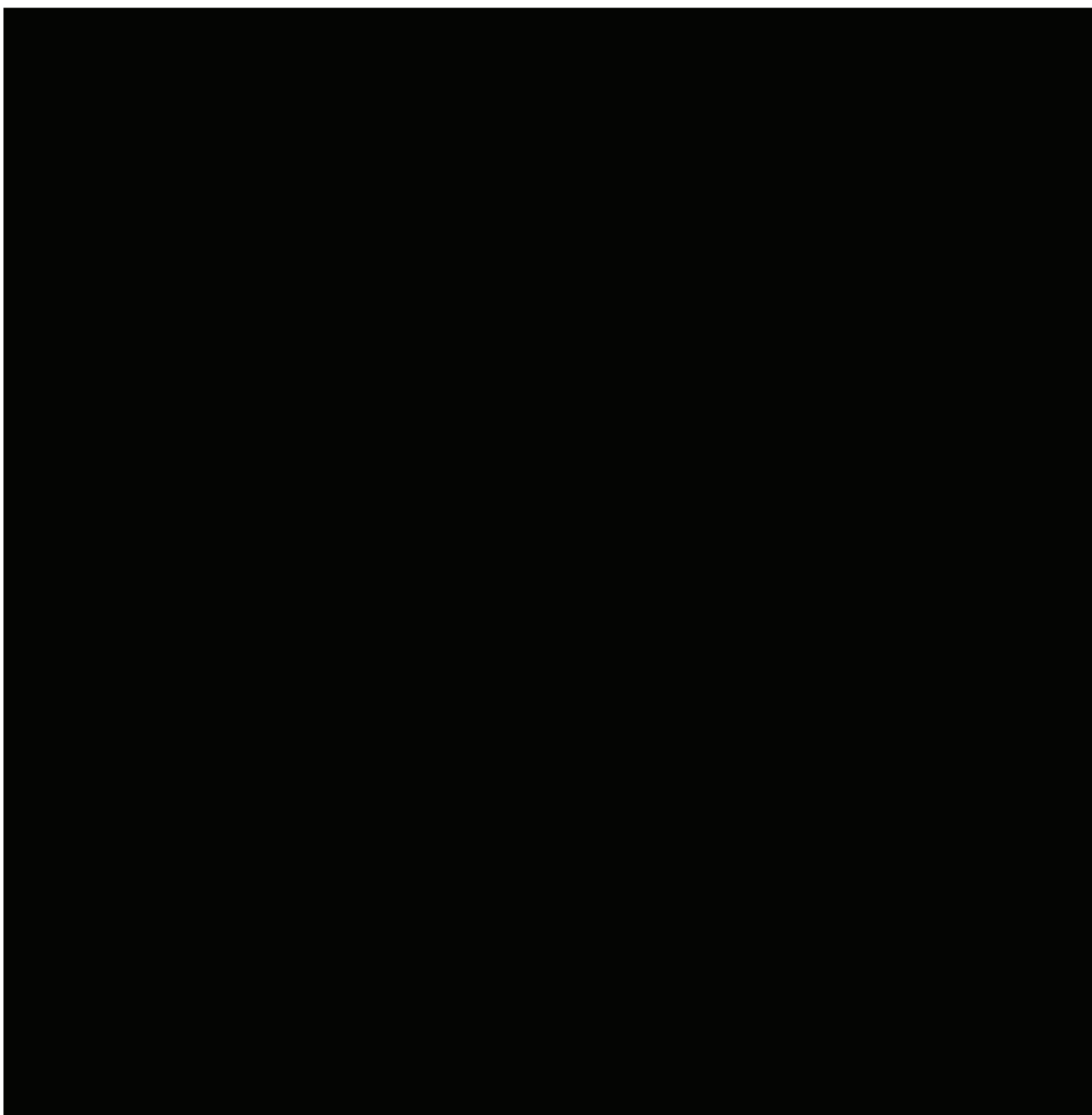
In addition, the trainer will briefly guide participants to enhance their learning and putting learnings into practice using action planning.

Additional remarks:

Framework Contract HR/R3/PR/2011/012 - LOT 5 Development of skills

Info:

Learning and Development Team



4.4.28 Practical and effective everyday communication skills

Dates:

tbc

Course length :

2 days

Organisation;**Location:**

2032

Target group:

All staff

Pre-requisite:**Objectives:**

At the end of the course, the participants will be able to

- Use appropriate assertive methods & style of communication in any given situation
- Express themselves with confidence whilst maintaining the respect for others
- Listen empathetically & ask the right questions to clarify understanding and engage others
- Use techniques that build and support sustainable relationships at work
- Apply consciously assertive behaviour and avoid consciously aggressive and passive behaviour
- Increase self confidence in critical situations with external and internal parties

Course content;

This training focuses on concrete practical communications skills like questioning, listening, clarifying and especially making assertive statements that convey clear messages whilst maintaining relationships. It will also equip participants to deal with conflict situations, difficult behaviours of others and everyday negotiations.

Info:

For training organisation and applications R2 Learning and development team

4.4.29 Prevention of harassment for managers

Dates:

November 2015

Course length:

Half day

Organisation:

External trainers

Location:

ECHA

Target group:

Directors and Head of Units

Pre-requisite:

N/A

Objectives:

To raise awareness on the prevention of harassment

4.4.30 Prevention of harassment

Dates:

November 2015

Course length:

One day

Organisation:

External trainers

Location:

ECHA

Target group:

All staff

Pre-requisite:

N/A

Objectives:

In the course participants will learn to recognise different forms of harassment. They will analyse psychological and behavioural profile of harassers and victims of harassment as well as different theoretical explanations for why harassment exists. The participants will get acquainted with detecting and dealing with cases of harassment.

4.4.31 Problem solving techniques

Dates:

On demand

Course length:

2 days

Organisation:

External trainer

Location:

ECHA

Target group:

All staff

Pre-requisite:

All levels of staff

Objectives:

General objective: TOOLS FOR TASK-RELATED PROBLEM SOLVING

This training program will provide the participants with tools for task-related problem solving. Participants get the opportunity to learn how to recognise problems at an early stage and how to solve them in a methodological way

Specific objectives: at the end of the course the participant will be able to:

- Recognise "problem signals" at an early stage
- Map out a problem with all the relevant elements
- Formulate possible causes of the problem and select the most probable ones
- Develop creative solutions and a realistic action plan
- Draw up an action plan and evaluate the results

Course content:

- Problem solving methods
- Feasibility study
- Problem definition
- Formulation and selection of causes
- Design of solutions
- Action plan
- Assurance and evaluation

Info:

R2 Training

4.4.32 Public speaking

Dates:

Q1

Course length:

Two full days

Organisation:

Delivered by external trainer – [REDACTED]

Location:

ECHA's premises

Target group:

All staff who may have to deliver a presentation or speech either impromptu or prepared.

Pre-requisite:

Participants need to bring a speech or a presentation they have given or are about to give of 10 min duration to work on during the course.

Objectives:

- To improve the preparation of speeches for different situations (the objective, the length and matching to the needs of the audience)
- To make the delivery of speeches clear, structured and easy to follow
- To be persuasive and be able to evaluate the impact of the speech
- To improve the use of visual aids
- To feel confident in giving speeches

Course content:

- Verbal and body language
- Understand the audience and how to match their needs and expectations.
- Structure and impact.
- Factors that contribute to the success of speaking in public

Additional remarks:

Framework Contract HR/R3/PR/2011/012 - LOT 5 Development of skills

Info:

Learning and Development Team
[REDACTED]

4.4.33 Simplification of replies

Dates:

To be confirmed

Course length:

several days

Location:

ECHA

Target group:

A1

Pre-requisite:

To be defined

Objectives:

1 day training on how to write simple, clear, concise answers + analysis of A1 answering strategy, deeping into its procedures

4.4.34 Stress management

Dates:

Q3

Course length:

Half day or one full day

Organisation:

Delivered by external trainer

Location:

ECHA's premises

Target group:

All staff members

Pre-requisite:

N/A

Objectives:

- Analyze own responses to pressure
- Learn to identify the symptoms of excess stress
- Identify the appropriate behavior changes to reduce your stress levels
- Learn practical strategies and stress management tools to face daily challenges and become more effective.

Course content:

To be determinate

Additional remarks:

N/A

Info:

Learning and Development Team

4.4.35 The proactive assistant/secretary

Dates:

On demand

Course length:

2 days

Organisation:

External trainer

Location:

ECHA

Target group:

All staff at AST level

Pre-requisite:

-

Objectives:

The aim of this training course is to allow the staff who already have experience and qualifications of an assistant or secretary to enhance his/her knowledge and to revitalise his/her function.

Course content:

Discussions, practical exercises, work in sub-groups

Organisation and time management

Tips and tricks for a good communication

Take notes and write a report

Adapt to the style of manager(s)

Be assertive

Stress management

Info:

R2

4.4.36 Time management

Dates:

On demand

Location:

2032

Target group:

All staff

Objectives:

The overall objective of the course is to improve the participants result oriented time management skills.

At the end of the course the participants will be able to
identify and reduce time wasters to improve self-efficiency;
use effective planning tools to increase the workload transparency;
apply techniques to define priorities, take decisions, plan activities and resolve interferences;

Info:

For training organisation and applications R2 training and development team

4.4.37 Time management (targeted A1)**Dates:**

Q2

Course length:

To be confirmed

Location:

ECHA

Target group:

To be defined.

Pre-requisite :

To be defined

Objectives/Course content:

To be defined

Info:

To be defined.

4.4.38 Train the trainers

Dates:

To be defined

Course length:

One or two days

Location:

ECHA

Target group:

Internal trainers

Pre-requisite:

To be defined

Objectives/Course content:

Provide to internal trainers methodology and knowledge to act as trainers

Info:

Learning and Development Team (R2)

4.4.39 Writing administrative correspondences

Dates:

tbc

Course length:

1 day

Organisation:**Location:**

ECHA

Target group:

European Commission staff who need to write administrative correspondence in English.
The course is aimed primarily at non-native speakers

Pre-requisite:

Sound knowledge of English, Good writing skills in English

Objective:

To learn how to write effective administrative documents in English for internal and external communication in the Commission

Course contents:

- Understanding Administrative writing:
- Administrative vocabulary
- Contemporary Administrative style
- Administrative tone
- Writing to colleagues vs writing to the public
- Different forms of administrative writing:
- Notes to the file
- Administrative note
- Administrative letter

Suggested learning methods:

- Analysis of written documents and deduction of theory related to written communication
- Brainstorming
- Case studies with suggested improvements
- Discussion and evaluation of participants' written texts
- Written exercises to consolidate principles examined

Expected outcomes:

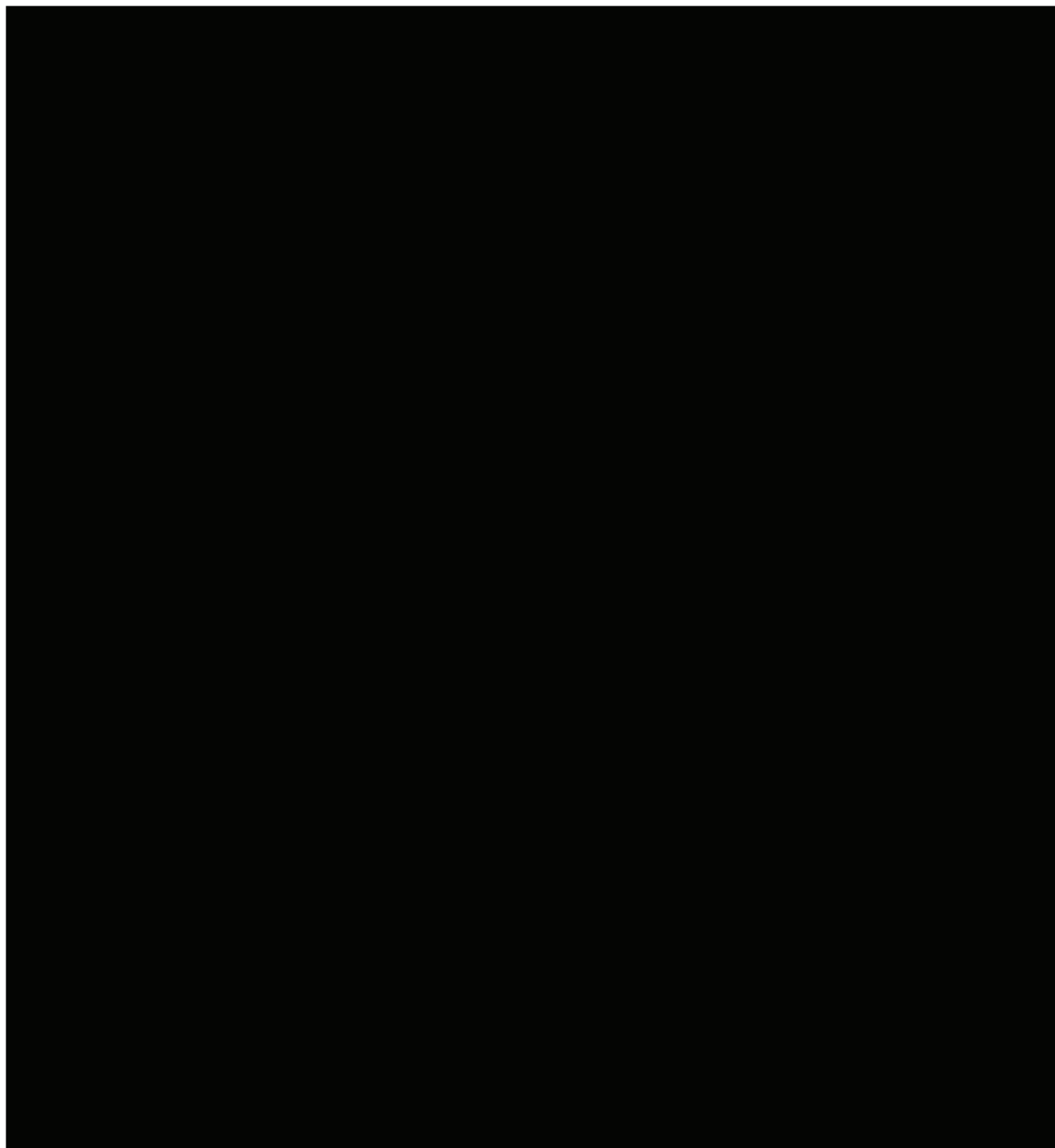
- By the end of the course, participants will be able to write administrative correspondence in English, applying
- the following criteria:
- Accuracy
- Brevity
- Clarity
- Diplomacy

Additional remarks:

eLearning (complementary): Tips on writing effectively

Info:

R2



4.4.40 Written communication (technical instructions, management proposals and communication materials)

Dates:

2015; no particular milestone which would require the establishment of the learning by a specific date; the same training should be repeated throughout the year

Course length:

1 1/2 days

Organisation:

External trainer

Location:

ECHA

Target group:

C1 staff (other Directorates could be interested as well; this would offer the opportunity to form mixed groups); 20 to 25 (up to three groups)

Pre-requisites:**Objectives:**

To practice the important factors that contribute to clear writing, to acquire the essential good practises and steps, and to develop effective revision techniques (the training is not a language course)

Course content:

Drafting decisions and providing support material as an essential element of the registration activity (Activity 1)

4.4.41 Writing for media

Dates:

On request

Course length:

half a day

Organisation:

A3

Location:

ECHA

Target group:

All ECHA staff members

Pre-requisite:

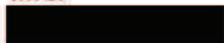
No

Objectives:

-

Course contents:

This course is intended for staff members who need to draft press releases, news alerts or articles to be published in printed media. The participants will learn techniques for writing effective headlines and content that will capture the reader's attention. This course will also highlight the most common challenges people face when writing on scientific/technical topics to non-specialists.

Info:

4.4.42 Writing tailored for C2 needs on SID&DSH - communicating effectively with SMEs/legal writing (not the administrative writing provided by ECHA)

Dates:

Q1-Q4 2015- training extended throughout the year

Course length:

2h/month? General session + time for individual feedback

Organisation:

On-line or on-site emphasis on individual feedback

Location:

ECHA

Target group:

All C2 staff; 30

Pre-requisite:

To be defined

Objectives/Course content:

Improve the quality of the communication/decision(s) drafted on SID/DSH

Additional remarks:

S01: 1. Maximise the availability of high quality information to enable the safe manufacture and use of chemicals

In providing advice and assistance to duty holders, the Agency will focus on further enhancing its support to small and medium-sized enterprises, giving more audience-adapted orientation in the form of updated guidance documents, web page texts and other means of communication, and by using various multiplier platforms to reach companies still unaware of their obligations under the EU chemicals legislation.

Info:

[REDACTED]

4.4.43 Writing for translation

Dates:

On request

Course length:

Half a day

Organisation:

A3

Location:

ECHA

Target group:

All ECHA staff members

Pre-requisite:

No

Objectives:

-

Course content:

This course is intended for staff members who writes ECHA publications or other documents that will be translated. The participants will learn the basic rules how to structure the text, make it concise, unambiguous and easy to read and translate.

Info:

4.4.44 Written advocacy skills (advanced level)

Dates:

On demand

Course length:

2 days

Organisation:

External trainer

Location:

ECHA

Target group:

Staff who are frequently required to compose written communications including some form of argumentation.

Pre-requisite:

Advocacy skills

Objectives:

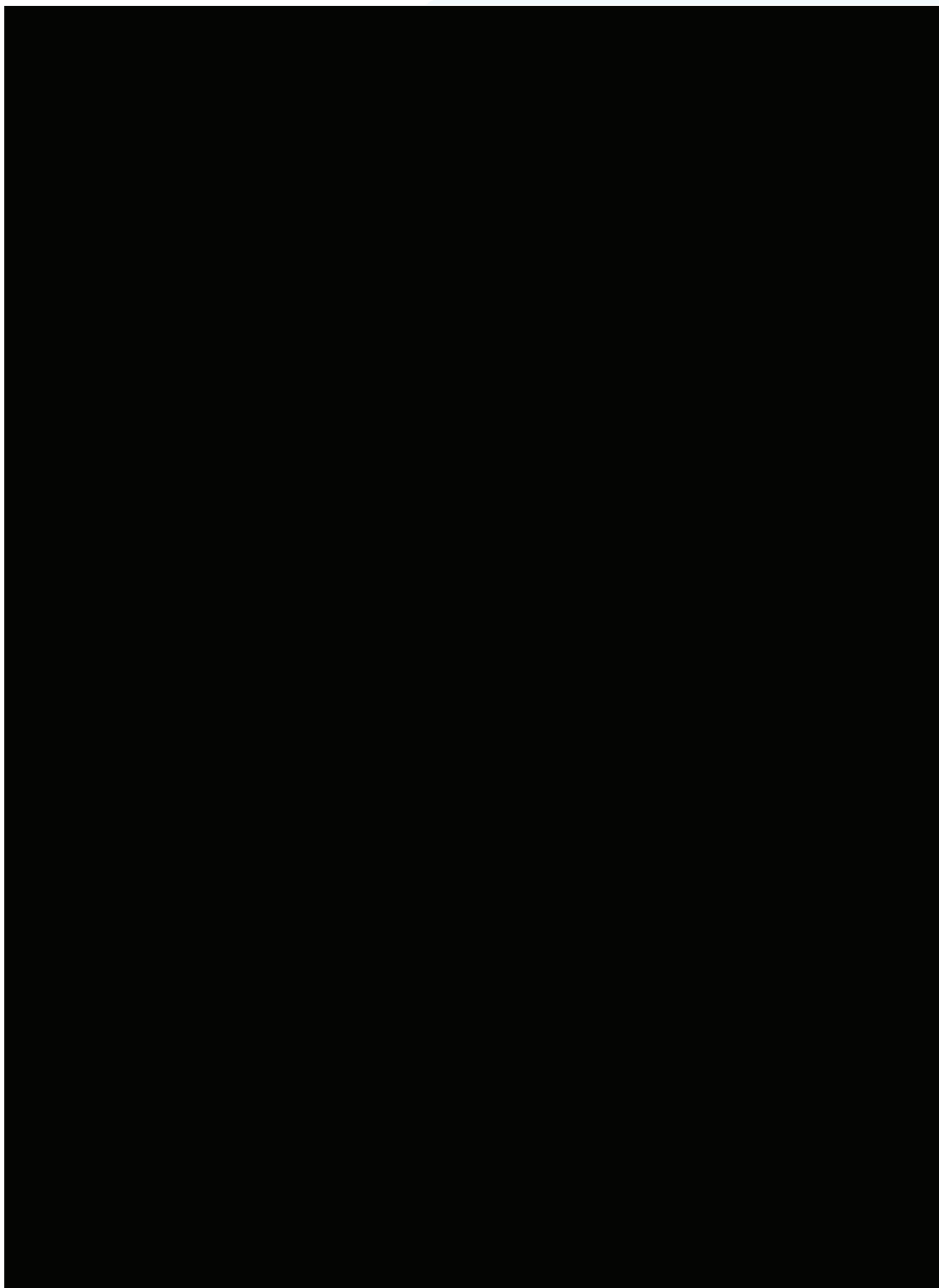
- Be able to make a distinction between rational or rhetorical reasoning
- Know how to adapt the style of a piece of written communication according to the audience's culture and level of language
- Choose among several forms of plan the most appropriate style for each occurrence
- Master rhetorical techniques appropriate for written forms of argumentation
- Conceive an advocacy strategy, together with its successive stages, in the composition of a text
- Develop complex arguments for more extensive communications
- Anticipate counter-arguments and integrate responses to them in written documents
- Learn how to take the visual appearance of a document into account
- Develop a long-term argumentation strategy

Course content:

- Exercises in constructing texts based on reasoned argumentation
- Exercises in presenting different types of issues
- Exercises in developing introductory and concluding arguments
- Exercises in anticipatory response to counter-arguments
- Exercises in re-reading and correction of written arguments

Info:

R2



5 Security training

5.1 Crisis management and Business Continuity Planning

Dates:

On request

Course length:

Approx. 1 hour

Organisation:**Location:**

In ECHA

Target group:

All staff

Pre-requisite:

No prior knowledge needed

Objectives:

Able to act correctly during crisis situation and produce a Business Continuity Plan for a process or function.

Course content:

ECHA Crisis Management Plan & Business Continuity Management Policy and framework

Additional remarks:**Info:**

5.2 Fire Safety Walk through

Dates:

Twice per year

Course length:

45 minutes

Organisation:

Internal ()

Location:

ECHA

Target group:

All ECHA staff (voluntary) and Fire Warden (recommended)

Pre-requisite:

Fire Warden nominated by Unit

Objectives:

How to evacuate in case of emergency

Course content:

Practical walk through exercise

Info:

()

5.3 First Aid training

Dates:

Once a year for anyone interested

Course length:

3 days training (4h - 16h - 16h)

Organisation:

Internal - [REDACTED] and External

Location:

ECHA

Target group:

all ECHA staff (voluntary), priority Fire Wardens (recommended)

Pre-requisite:

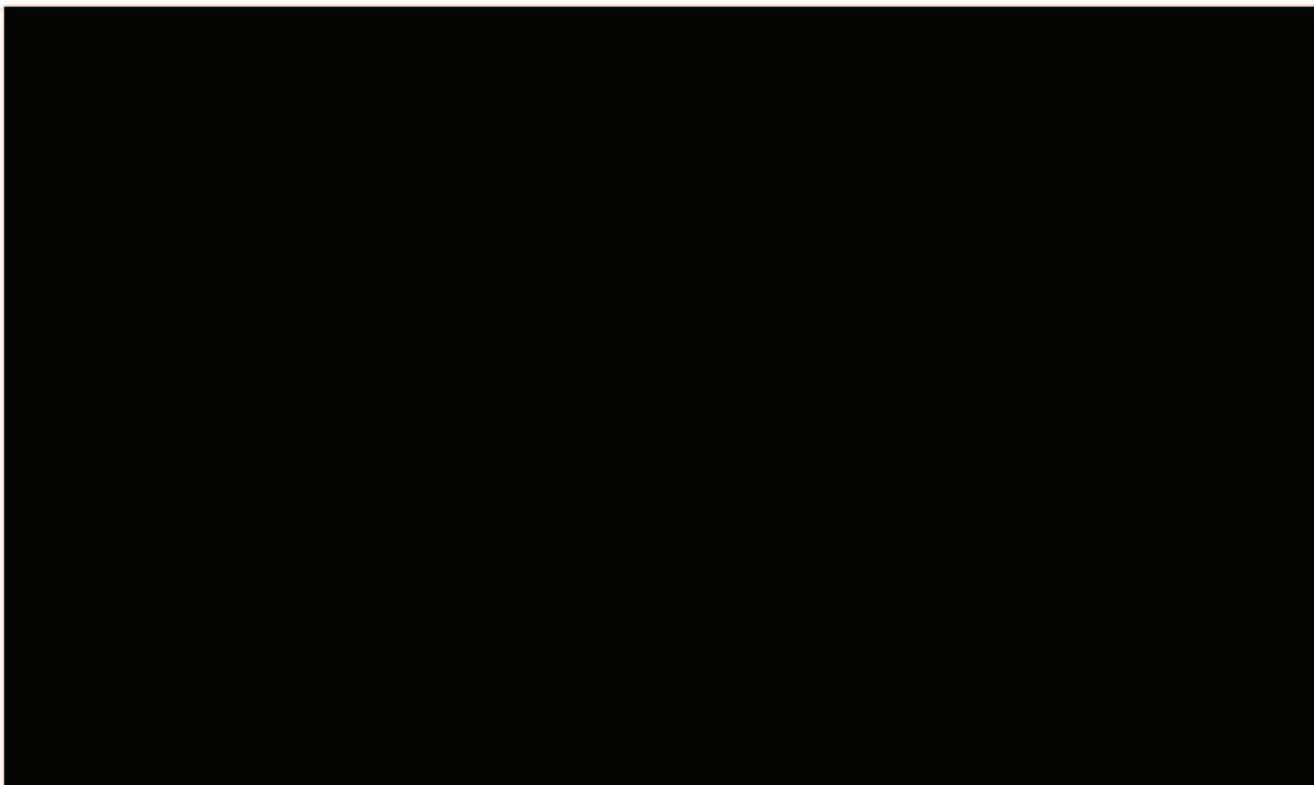
3 levels

Emergency First Aid (4h) - recommended

First Aid Level 1 (16h)

First Aid Level 2 (16h)

After First Aid Level 1 (or 2) participant will receive the card (valid for 2 years). For the renewal of the card, participants can attend only Emergency First Aid training.



5.4 Information Classification

Dates:

Once a quarter

Course length:

Approx. 1 hour: 30 mins for presentation and 30 mins for Q&A

Organisation:

[REDACTED]

Location:

ECHA

Target group:

All staff

Pre-requisite:

No prior knowledge needed

Objectives:

Basic information classification principles and rules - what everyone should know about information security classification in ECHA.

Course content:

Scope, classification, marking and handling

Additional remarks:**Info:**

[REDACTED]

5.5 Security induction for newcomers

Dates:

1st and 16th of every month for newcomers

Once a quarter to anyone interested

Course length:

Approx. 2 hours

Organisation:

Internal ()

Location:

ECHA

Target group:

All ECHA staff (recommended)

Pre-requisite:

None

Objectives:

Basic security principles and rules – what everyone should know about security in ECHA

Course content:

Security of premises, fire safety, emergencies, visitors, information security, use of computers and internet, incidents, threats and contacts

Info:

()

5.6 Security at ECHA: A day at our Agency

Dates:

All the time

Course length:

Approx. 30 mins

Organisation:

ECHA Training

Location:

Online

Target group:

All staff (obligatory)

Pre-requisite:

No prior knowledge needed

Objectives:

Basic information on security principles and rules - what everyone should know about information security in ECHA

Course content:**Additional remarks:**

e-learning course

Info:

5.7 Use of ICT facilities

Dates:

On request

Course length:

Approx. 1 hour : 30 mins for presentation and 30 mins for Q&A

Organisation:

Dir I

Location:

In ECHA

Target group:

All staff

Pre-requisite:

No prior knowledge needed

Objectives:

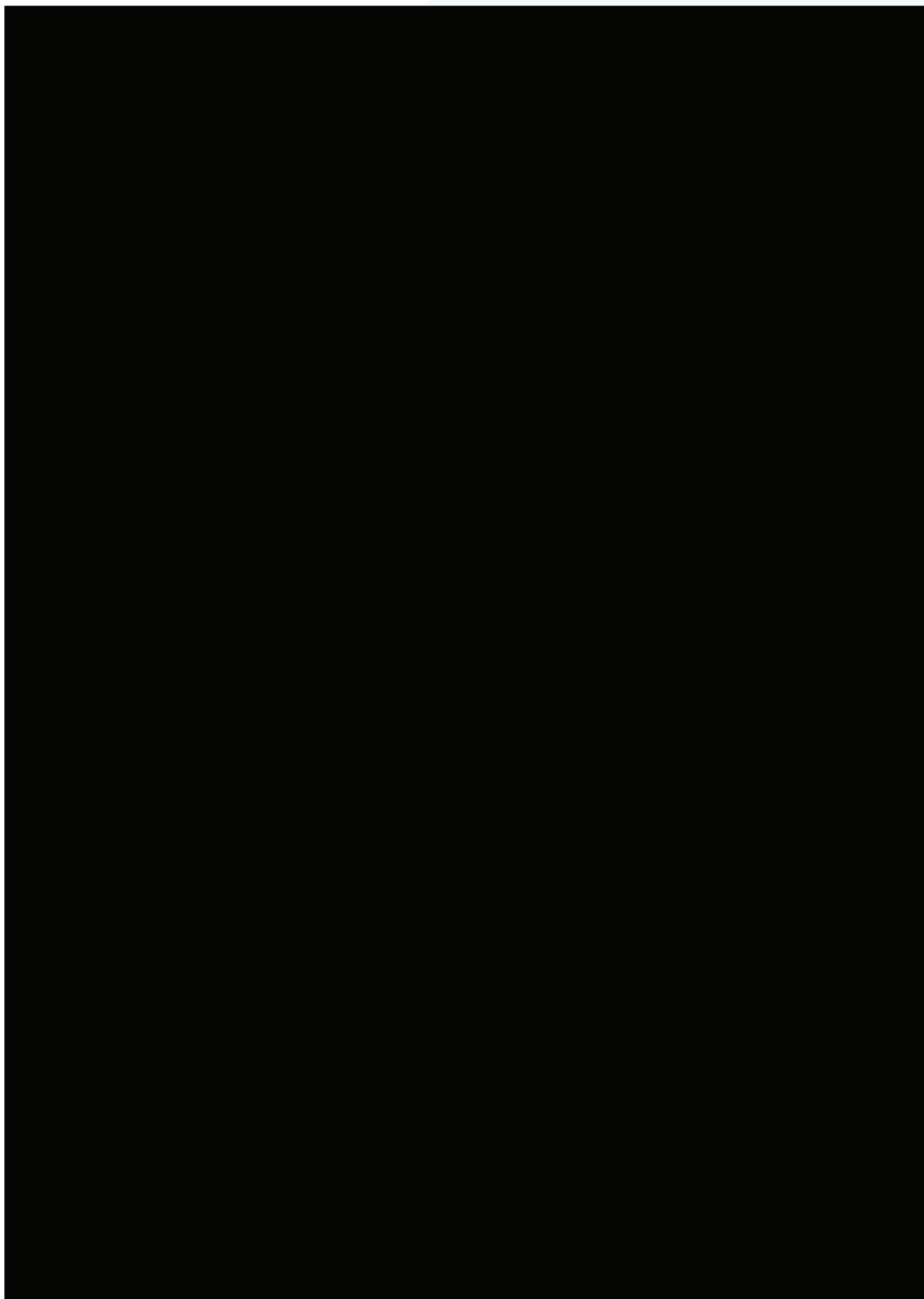
Information on the use of computers, memory sticks, smartphones, webmail, personal use etc. – what everyone should know about use of ICT facilities in ECHA.

Course content:

Objectives and principles and implementation

Additional remarks:**Info:**

[REDACTED]



6 IT training

6.1 Advanced MS office training

Dates:

To be confirmed

Course length:

To be confirmed

Location:

ECHA

Target group:

To be confirmed

Pre-requisite:

To be defined

Objectives/Course content:

To be defined

6.2 Basic HDML Training

Dates:

Q1

Course length:

To be confirmed

Location:

ECHA

Target group:

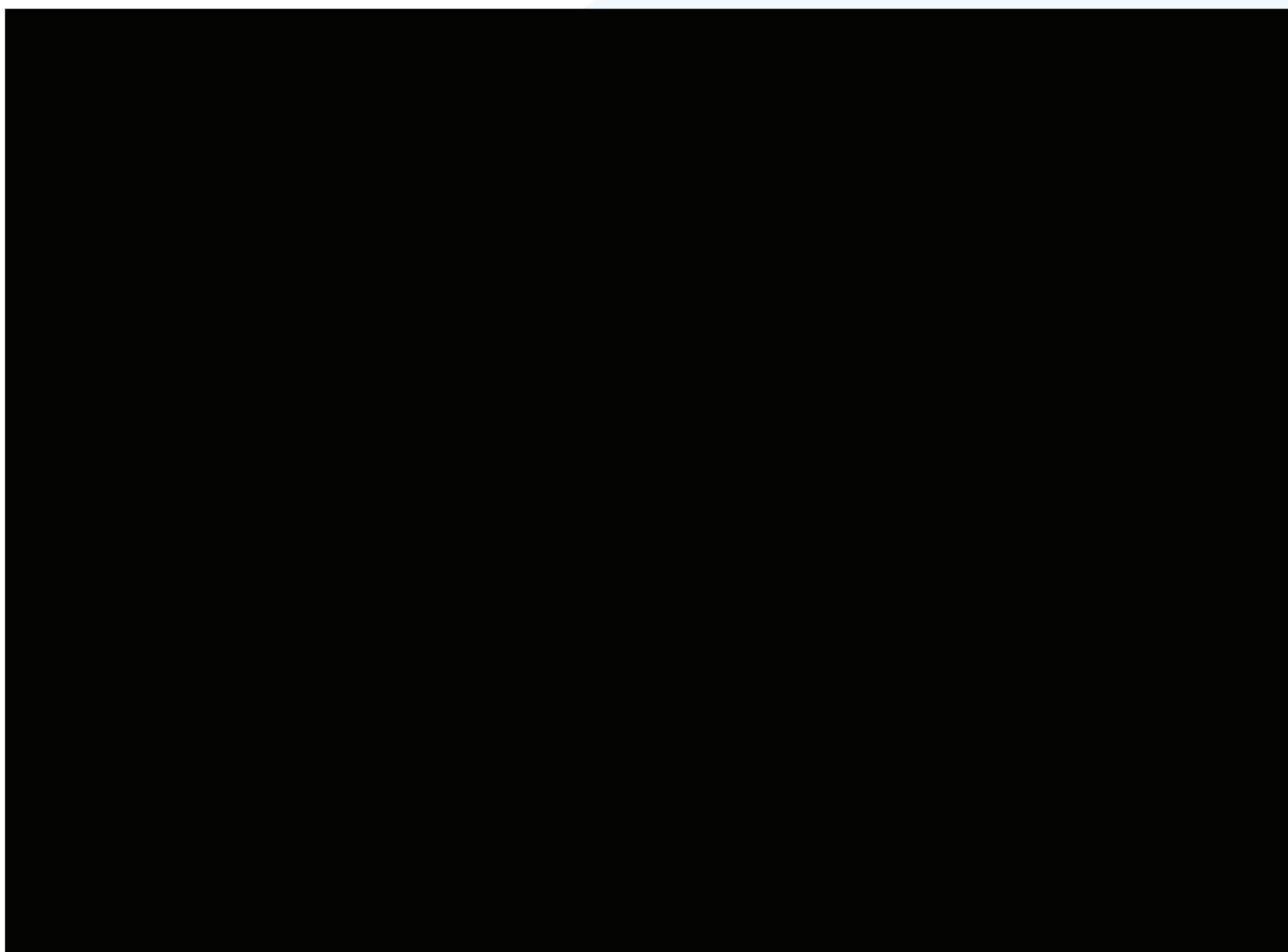
To be defined

Pre-requisite:

To be defined

Objectives/Course content:

To be defined



6.3 BO Basic training

Dates:
Q1

Course length:
To be confirmed

Location:
ECHA

Target group:
To be defined

Pre-requisite :
To be defined

Objectives/Course content:
To be defined

6.4 BO Advanced training

Dates:

Q1

Course length:

To be confirmed

Location:

ECHA

Target group:

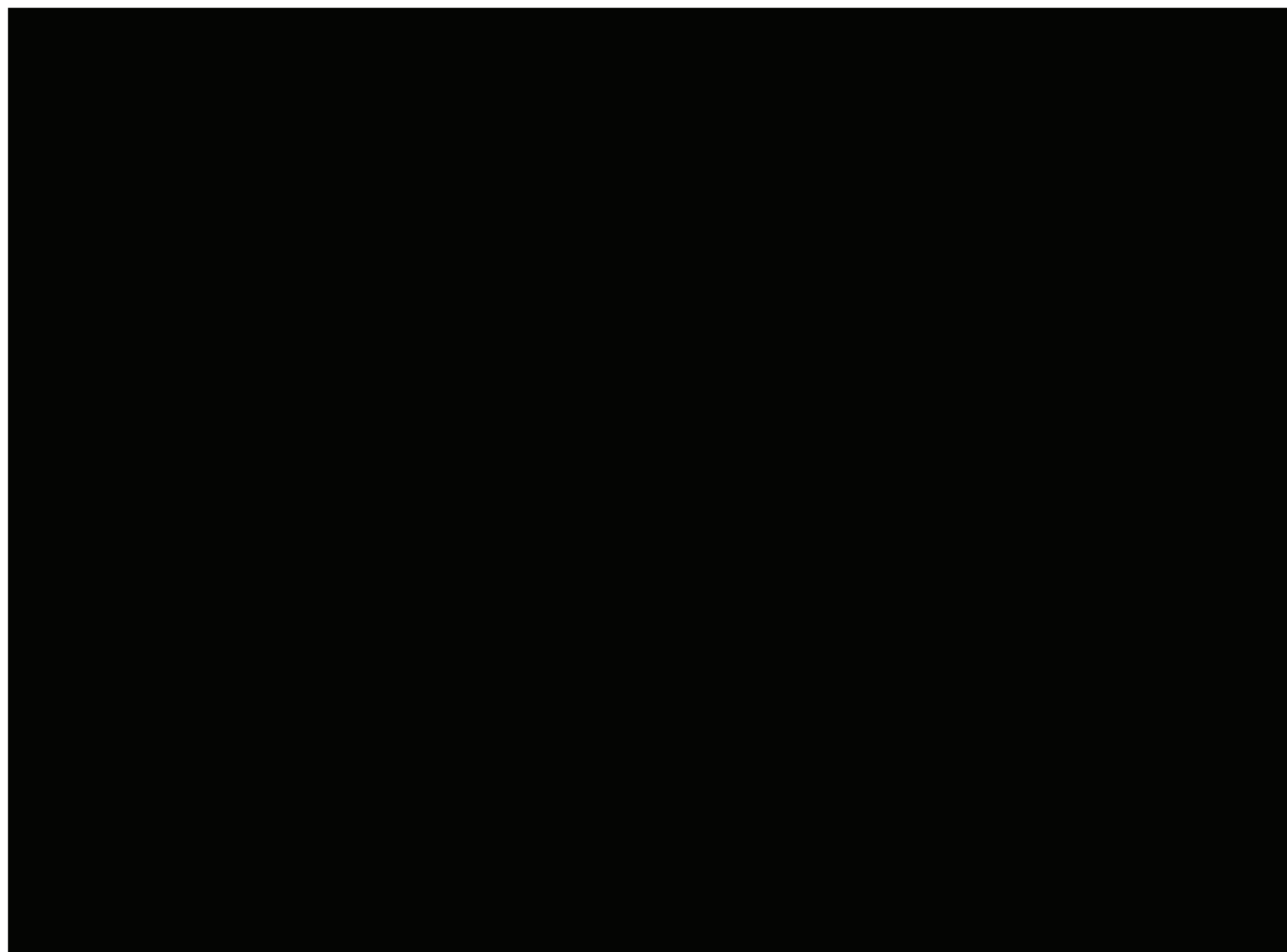
To be defined

Pre-requisite:

To be defined

Objectives/Course content:

To be defined



6.5 Dynamic case introduction

Date:

to be confirmed

Course length:

1h

Organisation:

External contractor under existing contract [REDACTED]

Location:

ECHA

Target group:

All Dynamic Case users

Objective:

Outline Dynamic case (DC) core functionality

- To learn the core concepts and functionality of Dynamic Case
- To learn how to use Dynamic Case and its main features and services (such as IVAPP) to support business processes

Pre-requisite:

Users need to be familiar with existing business processes and basic IT skills.

Info:

Directorate I

6.6 Hands-on training for key case actors

Date:

4 February

Course length:

2.5 hours

Organisation:

External contractor under existing contract [REDACTED]

Location:

ECHA

Target group:

Case responsible, Case assistants, Process coordinators

Objective:

Practical training to explore Dynamic Case functionality with the help of example cases

- To learn the core concepts and functionality of Dynamic Case
- To learn how to use Dynamic Case and its main features and services (such as IVAPP) to support business processes

Pre-requisite:

Users need to be familiar with existing business processes and basic IT skills.

Info:

Directorate I

6.7 Hands-on training for IVAPP approvers

Date :

to be confirmed

Course length:

1 hour

Organisation:

External contractor under existing contract [REDACTED]

Location:

ECHA

Target group:

Process owners, activity owners

Objective:

Practical training to learn how the IVAPP tasks are performed, in special in view of the role of an approver

- To learn the core concepts and functionality of Dynamic Case
- To learn how to use Dynamic Case and its main features and services (such as IVAPP) to support business processes

Pre-requisite:

Users need to be familiar with existing business processes and basic IT skills.

Info:

Directorate I

6.8 What's new in DC v2.0.0

Date:

to be confirmed

Course length:

1 or 2 hours

Location:

ECHA

Target group:

All Dynamic Case Users

Objective:

A presentation with a demo to outline the current functionality of DC v2.0.0 (e.g. My Dashboard)

- To learn the core concepts and functionality of Dynamic Case
- To learn how to use Dynamic Case and its main features and services (such as IVAPP) to support business processes

Info:

Directorate I

6.9 Hands on Training for SID actors

Date:

to be confirmed

Course length:

2 hours

Organisation:

External contractor under existing contract [REDACTED]

Location:

ECHA

Target group:

Sid-application actors

Objective:

Practical training to explore how the SID application works and can be used. Class-room training

- To learn the core concepts and functionality of Dynamic Case
- To learn how to use Dynamic Case and its main features and services (such as IVAPP) to support business processes

Pre-requisite:

Users need to be familiar with existing business processes and basic IT skills.

6.10 Hands-on-Training for Legal Service

Date:

to be confirmed

Course length:

2 hours

Organisation:

External contractor under existing contract [REDACTED]

Location:

ECHA

Target group:

Legal team

Objective:

Outline Dynamic case (DC) core functionality

- To learn the core concepts and functionality of Dynamic Case
- To learn how to use Dynamic Case and its main features and services (such as IVAPP) to support business processes

Practical training to explore how the Legal Service works and can be used. Class-room training

Pre-requisite:

Users need to be familiar with existing business processes and basic IT skills.

Info:

Directorate I

6.11 Hands-on-Training for Conflict of Interest

Date:

to be confirmed

Course length:

2 hours

Organisation:

External contractor under existing contract [REDACTED]

Location:**Target group:**

Interest Managers

Objective:

Outline Dynamic case (DC) core functionality

- To learn the core concepts and functionality of Dynamic Case
- To learn how to use Dynamic Case and its main features and services (such as IVAPP) to support business processes

Practical training to explore how COI Service works and can be used. Class-room training

Pre-requisite:

Users need to be familiar with existing business processes and basic IT skills.

Info:

Directorate I

6.12 User interface design (scientific IT tools)

Dates:

Q1 or Q2 2015

Course length:

1 to 1 1/2 days

Organisation:

External trainer

Location:

ECHA



6.13 E-learning courses on Microsoft Office products

Dates:

Course length:

Organisation:**Location:**

ECHA

Target group:

Anybody interested in knowing and gaining a better understanding of Microsoft office tools (Word, Excel, PowerPoint, Access, Outlook, Sharepoint etc.)

Pre-requisite:

None

Objectives:

Course content:

Additional remarks:

None

Info:

R2 Training



7 Language training

Language courses

Dates:

Weekly

Course length:

The courses will take place twice a week for 75 minutes.

Organisation:

ECHA in cooperation with the service provider Galimatias.

Location:

ECHA

Target group:

All statutory staff

Pre-requisite:

None, but placement test to be taken first in order to place the participants on right level.

Objectives:

Article 45(2) of the Staff Regulations stipulates that "Officials shall be required to demonstrate before their first promotion after recruitment the ability to work in a third language among those referred to in Article 314 of the EC treaty."

Course content:

Training is currently offered in 8 different languages at different various level. (See table 1). The current languages are: Finnish, English, Spanish, Italian, German, French and Swedish and Dutch.

In addition to these courses there is also some more specific courses offered in English upon request/demand. Examples of these courses are:

- Business Writing
- English for Human Resource Management
- English for Projects
- English of Financial Statements (IFRS)
- English on the Phone
- Financial English: Focus on Financial Performance
- Financial English: Focus on Shareholder Issues
- Financial English: Focus on Solvency and Solidity
- Green English (Environmental English)
- Language of Meetings
- Language of Negotiations
- Language of Presentations
- Management English: Focus on Business
- Management English: Focus on Employee Issues
- Management English: Focus on Interaction
- Social English for Business
- Writing E-mails
- Writing Reports

Additional remarks:

The third language must be different from the two languages chosen or identified for the competition or selection procedure on the basis of which the temporary agent was recruited. In principle, you are free to choose your third language from the 23 official EU languages, but for practical reasons the Agency does not offer courses in all the languages. Please take this into account when identifying your third language. You should be aware that once you choose your third language you are not supposed to change it afterwards. In case you already have a working knowledge of three official EU languages, you can of course apply for courses in your “fourth” or “fifth” language.

Info:

Further information on the ECHA intranet language course under training section or contact ECHA Training and Development Team



