



The Effective Employee Digital Badge 2024/2025

This popular digital badge programme is open to all staff. Individuals who attend at least 6 Effective Employee workshops within an 18-month period & complete a short reflective statement (600-word limit) will be awarded **The Effective Employee Digital Badge**. This reflective statement should discuss the learnings which the participant has taken away from the workshops & applied to their own work practice. Reflective statements should be returned to traininganddevelopment@ucc.ie.

Workshops completed as part of previous Effective Employee programmes over an 18-month period will also count toward the attainment of the digital badge.

The Effective Employee is a programme of short (2.5 hour) sessions facilitated by the Staff Wellbeing & Development team, designed to provide specific work-related knowledge and guidance and practical skills enhancement to UCC staff across the University. The sessions are intended to provide support for staff through the sharing of information and guidance and the opportunity for skills and knowledge development. The programme also provides staff with opportunities to network with colleagues from across the university. For our 2024/25 programme some workshops are available online and others are taking place in-person and on campus. For those sessions taking place on campus this is to promote networking and peer learning amongst UCC colleagues and for these in-person workshops there will be no online participation facility available.

To book a place on any one or number of *The Effective Employee* workshops, please do so via the 'My Training' tab on ess.ucc.ie.

In order to afford sufficient time, space and opportunity to reflect and embed all your programme learnings from development programmes organised by Staff Wellbeing and Development, we would suggest that staff participate in only ONE of our digital badge programmes at any given time.

To obtain The UCC Effective Employee Digital Badge	
a)	Complete at least 6 <i>Effective Employee</i> within an 18-month period.
b)	Write a 600-word reflective statement on the learnings taken from the programme.
c)	Email your statement to traininganddevelopment@ucc.ie & we will be in touch regarding the outcome shortly thereafter.

The Effective Employee Workshops 2024/2025

1. Effective Team Working – Your Role

Date: Tuesday 17th September 2024
Time: 10:00 – 12:30
Location: **Online**, via Microsoft Teams
Facilitators: Anne Gannon & Susan O'Mahony

Objectives:

- Identify the characteristics of effective teams
 - Explore how you can contribute to effective team working
 - Reflect on creating and building connection and collaboration with others particularly in the context of the hybrid/blended working environment
 - Develop techniques to build and maintain trust and team cohesion, overcoming the challenges posed by physical distance and varying work environments
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2. Influencing Others

Date: Tuesday 19th November 2024
Time: 10:00 – 12:30
Location: **In-person, North Wing Conference Room** (not available online)
Facilitators: Anne Gannon & Mary Horgan

Objectives:

- Understand what influence is, why it is important and how it works
- Explore the barriers to influence
- Consider your own influencing style and how to influence others more effectively at work
- Identify ways of developing effective influencing skills

3. Developing Effective Communication and Active Listening Skills

Date: Wednesday 27th November 2024

Time: 10:00 – 12:30

Location: **In-person, North Wing Conference Room** (not available online)

Facilitators: Anne Gannon & Mary Horgan

Objectives:

- Discuss communication in all its forms – both verbal and non-verbal
 - Identify the ingredients of effective listening and the benefits of active listening
 - Identify and address barriers to effective communications in the current blended/hybrid work environment
 - Understand listening as a key skill and the process of active listening
 - Reflect on your own personal communication style and its strengths and those areas which need attention
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4. Emotional Intelligence

Date: Tuesday 7th January 2025

Time: 10:00 – 12:30

Location: **Online**, via Microsoft Teams

Facilitators: Mary Horgan

Objectives:

- Gain a greater understanding of what is meant by Emotional Intelligence & what it looks like in real life
 - Examine the ‘Growth & Fixed Mindset’ & how this can enhance your EI
 - Consider EI under five categories and identify your strengths and areas for development
 - Identify a number of simple strategies to improve your own EI
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5. Managing Work, Workload and Maintaining Work-Life Balance

Date: Thursday 16th January 2025

Time: 10:00 – 12:30

Location: **In-person, North Wing Conference Room** (not available online)

Facilitators: Mary Horgan & Susan O'Mahony

Objectives:

- How to identify and prioritise tasks effectively leading to increased productivity and reduced stress
 - Identify workload management strategies, such as delegation, time-blocking, and the use of productivity tools
 - Exploring practical techniques for maintaining a healthy work-life balance such as boundary and time management and self-care routines
 - Recognise signs of stress and employ techniques to mitigate it to foster a healthier and more sustainable work environment
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6. Giving, Receiving and Asking for Effective Feedback

Date: Thursday 6th February 2025

Time: 10:00 – 12:30

Location: **Online**, via Microsoft Teams

Facilitators: Anne Gannon & Susan O'Mahony

Objectives:

- Explore the purpose of feedback and its benefits
 - Identify individual needs around giving and receiving and asking for feedback
 - Learn techniques for delivering clear, specific, and constructive feedback that fosters positive working relationships.
 - Explore how to tailor their feedback delivery to suit both in-person and virtual interactions
 - To develop skills to overcome common challenges of receiving and giving feedback in a remote or hybrid environment
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7. Handling Conflict at Work

Date: Thursday 27th February 2025
Time: 10:00 – 12:30
Location: **In-person, North Wing Conference Room** (not available online)
Facilitators: Anne Gannon and Susan O'Mahony

Objectives:

- Recognise the sources of conflict in hybrid work settings and develop strategies to address and resolve these conflicts promptly and effectively.
 - Develop skills in using clear, respectful, and assertive communication across both in-person and virtual platforms to manage and de-escalate conflicts.
 - Explore strategies to foster a collaborative and inclusive team culture that proactively minimises conflict by encouraging open communication and mutual respect in both remote and in-office interactions.
 - Identify the resources available in addressing conflict at work
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8. Knowing Yourself and How You Work with Others (MBTI)

Date: Thursday 13th March 2025
Time: 10:00 – 12:30
Location: **Online**, via Microsoft Teams
Facilitators: Mary Horgan

Using the Myers Briggs Type Indicator (MBTI):

- Find out more about your own personality & how it influences the way you work
- Consider individual differences & their impact in the workplace
- Explore how to appreciate & leverage on our differences for improved team working
- Reflect on strategies for better engagement with colleagues

Following this workshop attendees will be offered a follow up one to one feedback session using the MBTI (Myers Briggs Type Indicator). MBTI is a simple yet highly versatile developmental tool which helps us develop a deeper understanding of ourselves, how we interact with others & them with us & how we approach our work.

9. Managing Yourself, Your Time and Your Workload Effectively

Date: Tuesday 1st April 2025
Time: 10:00 – 12:30

Location: Online, via Microsoft Teams

Facilitators: Mary Horgan

Objectives:

- Identify how to effectively manage yourself in order to get the right things done and work more smartly
 - Consider how you allocate your time currently
 - Explore how to better identify your priorities & achieve them
 - Examine the barriers to managing your time
 - Reflect on how we need to adapt in order to effectively manage ourselves in the hybrid
 - Explore models and tips for managing your time more effectively
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10. Dealing Effectively with Change

Date: Tuesday 8th April 2025

Time: 10:00 – 12:30

Location: Online, via Microsoft Teams

Facilitators: Anne Gannon

Objectives:

- Explore change and the personal issues that can arise during a time of change
 - Identify individual needs around change
 - Explore change readiness and its relevance to change effectiveness
 - Review the six steps for managing yourself effectively through change
 - Examine the importance of mindset and resilience at times of change
 - Identify the supports which are available to assist through change
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11. My Values at Work

Date: Tuesday 29th April 2025

Time: 10:00 – 12:30

Location: **In-person, North Wing Conference Room** (not available online)

Facilitators: Anne Gannon and Mary Horgan

Objectives:

- To define what work values are and why they are important
 - Identify your own work values through a simple work value inventory
 - Examine the influence and impact of work values and values-based behaviours in the workplace
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12. That Inner Critic and Imposter Syndrome (Building Confidence)

Date: Thursday 22nd May 2025

Time: 10:00 – 12:30

Location: **Online**, via Microsoft Teams

Facilitators: Mary Horgan

Objectives:

- Understand what Imposter Syndrome is, the different symptoms & triggers
- Investigate the critical role of self-belief and the potential of the Growth Mindset in combatting it
- Identify implementable techniques you can introduce into their working day to assist in dealing with it
- Develop & commit to a personalised plan of action to overcome its challenges, enabling you to be your best self

13. Growing my Network and Visibility

Date: Thursday 5th June 2025

Time: 10:00 – 12:30

Location: **In-person, North Wing Conference Room** (not available online)

Facilitators: Anne Gannon and Susan O'Mahony

Objectives

- Explore the role and benefits of networking and importance of workplace visibility
- Review approaches to identifying your network
- Examine visibility at work
- To acquire techniques for engaging with your network consistently and meaningfully, fostering strong professional relationships that endure across hybrid work environments