

IRD Duhallo

Training Courses

FOR

Women



IRD Duhallo is delighted to announce that it has been awarded funding through the Department of Justice and Equality supporting the Equality for Women Measure 2014/2015. The Measure is supported by the European Social Fund (ESF) under the Human Capital Investment Operational Programme 2007-2013.

This grant will support IRD Duhallo to provide training and personal development supports for women which will enhance women's skills and importantly enhance women's access to employment.

TRAINING FOR WOMEN IN DUHALLO

Full Day Workshops:

- **Assertiveness Training:** Build confidence & improve ability to deal with others.
- **Career Management:** CV Preparation & Interview Skills Techniques.
- **Effective Report Writing & Presentation Skills**

IMPORTANTLY
Childcare may be allocated where required for the duration of a person's time on the Training.

This training will be primarily targeted at women who are:

- Newly unemployed.
- Women who may have left the workforce but are now preparing to return to employment.
- Long term unemployed women.
- Women who may also be seeking to up-skill within their own employment.
- Women parenting alone.
- Women with disabilities.
- Carers.
- Women engaged in home duties.
- Newly located women to the area.
- Migrant Women.
- Those on low income or unemployed.



Ireland's EU Structural Funds
Programmes 2007 - 2013
Co-funded by the Irish Government
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DEPARTMENT OF JUSTICE AND EQUALITY



government supporting communities

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TRAINING FOR WOMEN IN DUHALLOW TRAINING COURSES:

■ **Personal Development Training Course:** An eight week Personal Development training programme will be delivered which will include the following modules: Positive versus Negative Thinking, Saying No, Developing Self – Esteem, Rights and Responsibilities, Communication Skills, Conflict Resolution, Anger Management, Listening to your Intuition, Management of Feelings.

■ **Keyboard Skills:** Keyboarding Skills – women will have the opportunity to acquire the skills that will enable them to produce, accurately and speedily documents as required. The key locations on the entire keyboard will be covered with a focus on speed and accuracy. This is required in any work environment therefore the opportunity to practice should be embraced.

■ **Customer Service – FETAC Level 5:** Customer Service – women will be able to undertake a training course that will provide them with excellent customer service skills within an organisation. The programme will equip participants with the knowledge, skills and competence to provide effective customer service within a work, social or voluntary environment, operating independently or under supervision. This course will provide a FETAC Component Certificate.

■ **Frontline Skills for the Hospitality Industry:** The aim of this programme is to prepare trainees for a career in the hospitality and customer service sector. It will provide participants with the skills and knowledge required to understand the issues and challenges associated with working in this sector. This programme will cover entry level bar skills, Hotel/reception skills and restaurant skills. Work Experience will also be included.

■ **Occupational First Aid - FETAC Level 5:** This programme will cover First Aid in the Workplace; Patient Assessment; Respiratory Emergencies; Cardiac First Response; Wounds and Bleeding; Altered Levels of Consciousness; Musculoskeletal Injuries and Burns, scald, chemicals and electric shocks. This course will provide a FETAC Component Certificate.

■ **Reception and Frontline Office Skills - FETAC Level 5:** Reception and Frontline Office Skills - the purpose of this programme will be to equip the learner with the knowledge, skill and competence required to carry out reception related tasks and operations as a front line representative in a range of organisations. This course will provide a FETAC Component Certificate.



Guidance/Mentoring/Exploration of Options:

Structured Guidance/Mentoring and Exploration of your options may be provided on completion of the above training courses.

IRD Duhallow

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For more information on any of the above please contact Mary Creedon

on 029 60633

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