

**NEWS!**  
**from mcl**

# Management, Communication & Language Training

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**news  
from mcl**

**Core Development Package for Group Leaders – Part 1**

**Core Development Package for Group Leaders – Part 2**

**Core Development Package for Supervisors & Section  
Leaders – 2 modules – *Proposal to JTB***

**Regular Programme  
Team Actions & Coaching**

news  
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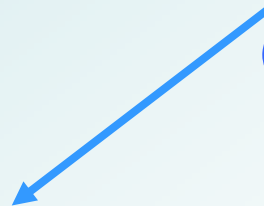
## Core Development Package for Group Leaders – Part 1 (Policy & Procedures)

2003/2004

8 sessions

81 participants

5 postponed  
(2xPH; 1xTS; 1xSG-ETT)



2005

7,8,9 June

5 new GL enrolled  
(3xPH; 1xTS; 1xAB)

autumn?

2 new GL on wait list  
(2xPH)

info  
from DTOS

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*Management & Communication Training*

**Core Development Package for Group Leaders – Part 2  
(Management Competencies)**

**2004**

**2 sessions**

**20 participants**

**2005**

**3 sessions**

**13 – 15 April**

**25 – 27 May**

**22 – 24 June**

**10 participants**

**9 participants**

**12 participants**

**autumn?**



**?? participants**

**info  
from DTOS**

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**Core Development Package  
for Supervisors & Section Leaders  
(2 modules)**

**proposal  
to JTB**

**(3 + 2 days, with an interval of ~ 3 months between modules)**

**Aims**

- To provide an introduction to their role and responsibilities
- To raise awareness of aspects of leadership, task and team management with particular emphasis on performance appraisal

**Pilot session**

**Nov 2004/ January 2005**

**8 participants**

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**CDP – Supervisors & Section Leaders**

**programme**

**awareness**

**Module 1**

**What it means to ...**

**be a manager  
manage the task  
manage the team**

**and conduct a performance  
appraisal interview**

**practical exercises**

**Module 2**

**experience 'in situ'**

**How to ...**

**communicate, delegate,  
make decisions...**

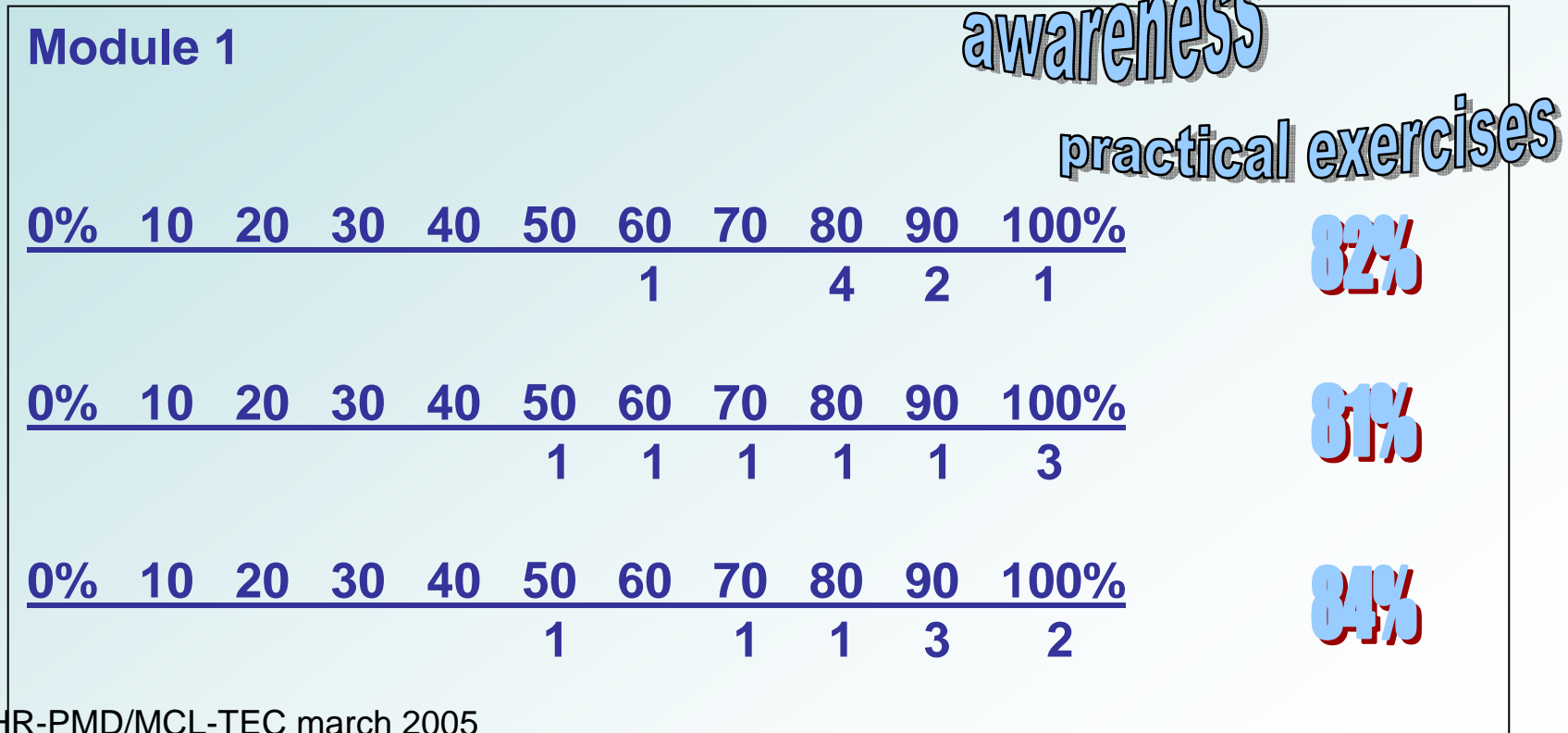
**plan, prioritise, assign  
tasks...**

**deal with conflict, change,  
stress...**

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CDP – Supervisors & Section Leaders

- 1) To what extent were you generally satisfied with this module? **evaluation**
- 2) To what extent were the aims reached?
- a) Introduction to role and responsibilities?
  - b) Awareness of aspects of leadership, task & team management?



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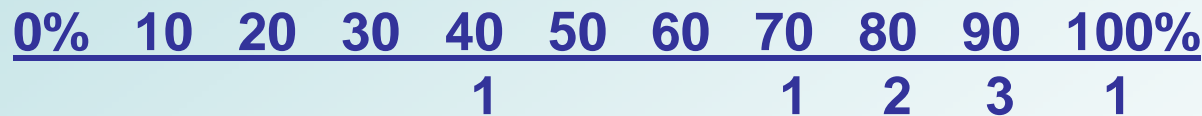
**CDP – Supervisors & Section Leaders**

**evaluation**

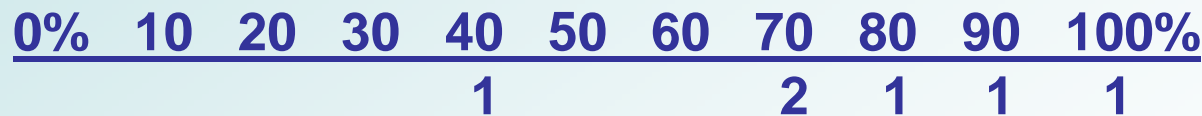
To what extent were you generally satisfied with this module? 8/8 responses  
To what extent ...an effective complement ...to module 1? 6/8 responses

**Module 2**

**experience 'in situ'**



**80%**



**75%**



## **Regular Programme**

<b>2004</b>	<b>76 days of training</b>	<b>360 participants</b>
<b>2005 (Jan-June)</b>	<b>50.5 days of training foreseen</b>	

*Regular Programme under review  
Launch of new courses foreseen for autumn 2005*

## **Team Actions**

<b>2004</b>	<b>6 actions</b>	<b>75 participants</b>
<b>2005</b>	<b>1 action (AB-OP)</b>	<b>18 participants</b>

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**Significant increase in language training offer in 2004**

**Volume of English Language courses **doubled**  
to meet the needs of newly recruited LS staff**

**English courses for **Local Staff****

**74 participants initially enrolled  
( 3 withdrawn )**

**Test results provided to DTOs / HRCs**

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*Language Training*

<b>January - March</b>		<b>2004 participants</b>	<b>2005 participants</b>
<i>Regular Programme</i>	French	159	145
	English	82	143
<i>Specific Courses</i>	Written French	6	8
	Written English		10
<i>On request</i>	2 groups English	6	
<i>In preparation</i>	English Oral expression		9/10
	<i>English Computer support</i>		5
HR-PMD/MCL-TEC march 2005			

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## English Language Tests

Progress tests – February 2005

*125 participants, 120 took the tests*

### Results

Excellent	14 participants
Pass / Unsatisfactory	4 participants

*97 / 125 participants re-enrolled*

*Next testing session in June, results communicated in July 2005*

## French Language Tests

Progress tests – February 2005

*105 participants concerned ( no tests for level 1) / 87 took the tests.*

*‘Obligatory’ for Staff members & Fellows*

*51 participants concerned*

*/ 46 ont took the tests*

### Results

Excellent

15 participants

Pass / Unsatisfactory

8 participants

*Next testing session in June, results communicated in July 2005*