



OLLSCOIL NA
GAILLIMHE
UNIVERSITY
OF GALWAY

dcm THE
LEARNING
EXPERTS

University of Galway Learning Hub

Your space & place to
thrive.

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Welcome

Dear University of Galway Employee,

Welcome to the University of Galway membership with DCM Learning!

As a member of DCM, employees will have access to an extensive library of courses aimed at developing workplace skills and knowledge through our brand new learning hub!

These courses range from individual on-demand courses to bite-sized modules which you can explore at your leisure. University of Galway's membership also includes a discount on any future certified and in-house training courses.

You will find an overview of everything included in this brochure.



OLLSCOIL NA GAILLIMHE
UNIVERSITY OF GALWAY



Your Learning Hub

As a Member of DCM, University Galway is part of a 20,000+ strong community, with access to a custom learning hub full of free or discounted courses. There is no restriction or limit to how many courses you can access!

- ✓ 30+ On-demand Free Online Courses
- ✓ 100's of Free Bitesize Courses
- ✓ 30+ Free Wellness Courses
- ✓ Free Enrollment onto the DCM Equality, Diversity & Inclusion Course
- ✓ Discounts on any QQI or In-House training bookings
- ✓ Free access to monthly live training sessions

30+ On-Demand Courses

Each topic is available as an online course you can access free of charge!
There is no limit to the number of courses you can enroll onto and on completion you will receive a certificate!

On-demand Course Topics	
Train the Trainer	Technical Report Writing
Lean White Belt	Communicating with Confidence
Emotional Intelligence	Facilitation Skills
Interviewing Skills	Mentoring
Project Management	Report Writing
Coaching Skills	Anti Money Laundering
Social Media	Speaking & Presentation
Change Management	Negotiation Skills
Agile & Scrum	Customer Service Excellence
Management	Aggressive Behaviour
LinkedIn	Dealing With Disputes
Employment Law	Intermediate Excel
Digital Marketing	Minute Taking
Sales Training	MS Project Management
Data Protection (GDPR)	Stress Management



Instant Access Bite-sized Training

These bite-size training sessions are fun, engaging, and informative - participants won't forget their new skills!

Designed to slot in easily for those with busy schedules, learners can upskill with minimal impact on their daily life.

We empower learners to learn from fresh, high-quality content on the skills that matter, taught by leading experts.

100+

Bite Sized Courses to
Choose From!



Just some of the bite-size topics:

Management Topics:

Understanding Team Dynamics
Delegating Effectively
HR for Managers
Leading & Managing Millennials
Motivating Your Team

Lean Topics:

Lean Principles
Lean Mindset
A3 Problem Solving
Lean 5S
Kanban

Project Management Topics:

Project Management Techniques
Project Risk Management
Project Time Management
Managing Change
Lean Project Management

Training Delivery Topics:

Evaluating Training
Training Needs Analysis
Presentation Skills
Powerpoint Basics
Storytelling Skills

Agile/Scrum:

Scrum Fundamentals
Agile Facilitation Skills
Agile Toolkit
Agile Values
The Product Backlog

Soft Skills:

Negotiating Conflict
Minute Taking Skills
Wellness and Wellbeing
Business Writing Skills
Public Speaking

Wellness Hub Topics

Topics	
Understanding Your Stress Response	Make Wellbeing a Part of Your Every Day
Self Criticism & Recognising Your Strengths	The Importance of Recognising Your Current State
Talking About Mental Health	Benefit from Positive Thinking
Single Tasking for Success	The PERMA Model
The Importance of Prioritising Sleep	Leading a Healthy Lifestyle
Recognising & Avoiding Negative Thinking traps	Nutrition and Eating Healthy
Identifying & Achieving Goals	Exercise for Everyone
Parenting While Working Remotely	Sleep Hygiene
Saying “No” Won’t Get You Into Trouble	Control Your Thoughts
Understanding Common Mental Health Issues	Improve Your Resilience
Dealing with Long Commuter Journeys	Using Your Personal Strength
Returning to Work After Grief	The HSE Building Blocks
Staying Calm in Stressful Situations	Explore Your Emotions
Workload Management	And More!



Equality, Diversity and Inclusion Programme

Access this comprehensive course, free of charge under the University of Galway membership with DCM. Upskill in the area of ED&I and gain a deep understanding of the importance of ED&I in today's world and be part of creating a sense of belonging.



1 hr

What is ED&I Anyway?

- Defining ED&I
- Similarities and Differences
- Inclusion, CIPD Findings
- Case Study
- Element of a Quality Framework



1 hr 16 mins

Your Responsibility to Lead in an ED&I World

- Competitive Advantage
- Inspire Others
- ED&I Champions
- Authentic Conversations The
- Pivotal Role of Managers



47 mins

ED&I Policy & Strategy

- Strategic Direction
- Compliance
- Direct & Indirect Discrimination
- The 3 R's

10
Modules

41
Topics

7
Hours of Content



Equal, Diverse and Inclusive People Management

- Competencies & Culture
- Stereotyping
- Prejudices
- Bias
- Dealing with Challenging Behaviour



ED&I Resources

- Organisational Learning
- Using Competencies
- Training in ED&I



Delivering ED&I to your Organisation

- Making ED&I Happen
- Stakeholders
- Benchmarking



Engaging Employees in ED&I?

- Motivating Your Workforce
- Working with Trade Unions
- Empowering Your Workforce

10
Modules

41
Topics

7
Hours of Content



32 mins

Engaging Customers in ED&I?

- Customer Diversity
- Dealing with Abuse
- Market Diversity



30 mins

How Does ED&I Impact the Community?

- What is Your Community Profile?
- An International Perspective
- Getting Involved



20 mins

How Does ED&I Impact Business Results?

- Back to Business Case
- How is Success Measured?

10
Modules

41
Topics

7
Hours of Content



TRUSTED, AWARDED & ACCREDITED

Flexible Certified Courses

Learners can grow their career by completing certified course and adding an internationally recognised qualification to their C.V.

All certified courses are offered with online or remote learning options giving learners maximum flexibility.

DCM Members can avail of generous discounts on all certified courses.



QQI Train the Trainer



QQI Project Management



PSM1 Scrum Master



PSPO Product Owner



QQI Lean Green Belt



QQI Management



QQI Supervisory Management



Lean White Belt



Lean Yellow Belt



Lean Champion



QQI Training Needs Identification & Design



QQI Medical Secretary



In-House Training Topics

We'll work with you to create the course that your team and business need. Inhouse training is typically less expensive per head than publicly scheduled courses and provides greater business relevance.



Identify

We assess your development needs and create processes to align them strategically with your business goals.



Measured Results

Measure the impact of the training, ensure the learning is being applied and expected results are achieved.



Tailor & Design

Our training is designed to provide a high-level solution that reflects your company's culture and objectives.



Deliver

Training is delivered in your chosen location and we train staff in a way that suits your business needs.



Improved ROI

In DCM we believe calculating return on training investment is a core part of how we assess training success.

DCM, Your Learning Partner

We work with small and large companies, individuals, Government Agencies, Universities and blue chip companies such as Keelings, Novartis, IBM and Symantec, so you can have confidence in our ability to deliver the results you want to achieve.

The Google logo, consisting of the word "Google" in its characteristic multi-colored font.