

# Our Study Options

## Online



All tuition, content and resources are delivered online.

## Face-to-face



All tuition, content and resources are taught in person.

## Blended



Blended study is a mix of face to face tuition and online interactions.

## Tailored



In-house programmes specifically designed and tailored for you.

## E-learning



On-demand, pre-recorded, training that can be studied anywhere, anytime.

## PAI Upcoming L&D Events

### Legal & Regulatory

**Planning and Development Bill 2023: Updates in Environmental & Planning Law and Judicial Review**  
24th of January 2024

**Update Webinar: Reforming Ireland's Defamation Laws**  
29th of January 2024

**The Key Provisions of Drafting and Reading Contracts (for Non-Legal Professionals)**  
20th of March 2024

### Interview Skills

**One-to-One Online Interview Coaching**  
11th of December 2023

**One-to-One Online Interview Coaching**  
29th of January 2024

### Corporate Governance

**Certificate in Corporate Governance**  
Commencing 20th of February 2024

**Certificate in Policy Development, Legislative Drafting and Delivery**  
Commencing 27th of February 2024

**Grant Management – Management of State or EU Funding – Online Programme**  
10th of May 2024

### FOI & GDPR

**Freedom of Information Essentials**  
16th of January 2024

**Data Sharing and Governance Masterclass**  
23rd of January 2024

**Data Protection for HR Managers**  
6th of February 2024

**Certificate in GDPR: Advanced (Level 2) – Online Course**  
Commencing 7th of February 2024

**The AIE Regulations – Access to Information on the Environment**  
8th of February 2024

**FOI for Decision Makers and Internal Reviewers**  
23rd of Feb 2024

**AI & GDPR: Harnessing the Power of Artificial Intelligence while complying with Data Protection Laws**  
12th of April 2024

**Certificate in GDPR: Essentials (Level 1) – Online Course**  
Commencing 12th of March 2024

**Certificate in Freedom of Information – Two Day Online Course**  
25th of April 2024

### Finance and Public Procurement

**Overview of Procurement Essentials – 2 Day Online Course**  
17th of January 2024

**Green Public Procurement – One Day Online Seminar**  
4th of March 2024

### HR, Leadership & Management

**Managing HR Investigations Effectively**  
22nd of January 2024

**Navigating Cultural Diversity in the Workplace**  
15th of February 2024

**PAI's Annual HR Conference**  
29th of February 2024

**Certificate in Leadership**  
5th of March 2024

**Women In Leadership**  
8th of March 2024

**PAI's Certificate in HR Management – 3 day blended programme**  
7th of March 2024

### Personal and Inter-Personal Effectiveness

**Mastering Public Speaking and Presentation Skills**  
1st of February 2024

**Improving Time Management and Prioritising your Workload**  
12th of February 2024

**Dealing with Difficult Customers and Behaviours – One Day Interactive Workshop**  
27th of February 2024

**Proofreading Skills – Half-Day Workshop**  
26th of March 2024

**Business Writing Skills Half Day Workshop**  
16th of April 2024

Please note programme dates can be subject to slight change.

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# Catalogue of PAI Training Programmes

## HR, Leadership & Management

- Bullying, Intimidation and Harassment in the Workplace: The Law, Codes of Practice and Case Studies
- Certificate in Human Resource Management
- Certificate in Change Management
- Conducting Effective Operational Review Meetings
- Conflict Resolutions Skills
- Developing Workplace communications
- Dignity at Work
- Disciplinary Policy
- Emotional Intelligence Skills Training
- Facilitation Skills
- Grievance, Disciplinary Procedure and Dignity
- High Performance Teams
- How to Coach and Motivate your Staff
- How to Conduct an Effective Training Needs Analysis
- How to Run Effective Meetings
- Interview Panel Training – Interviewer Training
- Interview Skills for Interviewers
- Line Management
- Management Supervisory Skills
- Managers / Supervisors Having Difficult Conversations
- Managing Change in the Public Sector
- Managing People Through Change
- Managing Performance and Underperformance
- Managing Sickness Absence
- Managing, Motivating and Coaching Skills
- Measuring the Effectiveness of Training
- Mentoring Programme
- Motivation and Communications
- Organisational Effectiveness Programme
- People Management Skills
- PMDS (Performance Management System Training)
- Review and Redesign of Frontline Programmes
- Learning and Development Programmes
- Staff Motivation & Team Building
- Staff Support and Development
- Supporting Neurodiversity in the Workplace
- Team and People Management
- Team Building
- Train the Trainer
- Training Delivery Seminar
- Under Performance / Performance
- Management Training
- Wellbeing at Work
- Workplace Communications
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## Personal and Inter-Personal Effectiveness

- Business Writing Skills
- Complete Writing Skills
- Core Skills CO
- Customer Care Training programme
- Delivering Excellent Customer Service
- Developing Your Confidence in Workplace Communications
- Editing Skills
- Lean 6 Sigma Plus
- Minute Taking
- Presentation Skills
- Problem Solving Skills
- Professionalism in the Workplace
- Project Management
- Report Writing Skills
- Speed Reading
- Task Management Skills
- Time Management and Personal Effectiveness

## Leadership & Management

- Certificate in Corporate Governance
- GDPR Basics
- GDPR for HR
- Certificate GDPR - Essential
- Certificate GDPR - Advanced
- Certificate in Leadership – Level 6
- Chairing and Negotiation Skills for EU Presidency Chairs of Council Working Groups
- Core Skills AP/Principal
- Core Skills HEO
- Core Skills EO
- Core Skills CO
- Certificate in Leadership in the Public Sector
- Management and Leadership Development
- Reputational Risk Management
- Risk Management Training
- Women Leading the Way
- Women in Leadership

## Public Policy

- Certificate in Policy Development, Legislative Drafting and Delivery
- Policy Analysis Training
- Policy Development in Public Sector Organisations

## Finance & Public Procurement

- Audit (including Internal Audit) and Expenditure Control
- Certificate in Public Sector Financial Management
- Financial Management/Financial Procedures
- Fiscal Management
- Framing a Budget
- Grant Management – The Management of State or EU Funding.
- Green Public Procurement
- Introduction to Internal Audit in the Public Service
- Key Tools of the Revised Public Spending Code
- Overview of Public Procurement
- Public Procurement – 8-Day Cert
- The Capital Works Management Framework
- Understanding Financial Statements for Non-Financial People
- Understanding Published Financial Accounts (of state agencies)

## Communications

- Crisis Communications
- Dealing with Difficult Customers
- Dealing with Difficult Patients
- Developing Better Communication Skills
- Effective Negotiation Skills
- Effective Online Writing
- Flexible Communication
- Intercultural Communications
- MBTI Profiles and Collaborating in Remote Teams
- Plain English
- Practical Writing Skills
- Proofreading
- Reputational Risk Management
- Social Media & Legal Risks
- Social Media in the Public Sector

***All of our open programmes can also be run on an in-house basis. For more information, see our page on [In-House Training](#).***