

OneLearning Update



10 February 2022

2021 Stats

151,338
LMS
logins

26,333
individual
learner
logins

963
instructor-led
sessions

12,706
attendees

36,713
eLearning
enrolments

Leadership
courses
AO-SPS

Health and
Wellbeing
Webinars with
CSEAS

New
eLearning
Modules
available

98% learners
recommend a
OneLearning
course to
colleagues



**OneLearning
Generation 2
Detailed Learning
Needs Analysis**



Generation 2

52 new
courses



Irish
Language

Communication
Skills and
Customer
Service



Desktop
Skills



Pre-retirement
Planning



Personal and
Team Wellbeing

OneLearning
Generation 2

Data,
Innovation
and Project
Management



Leadership

People
Management

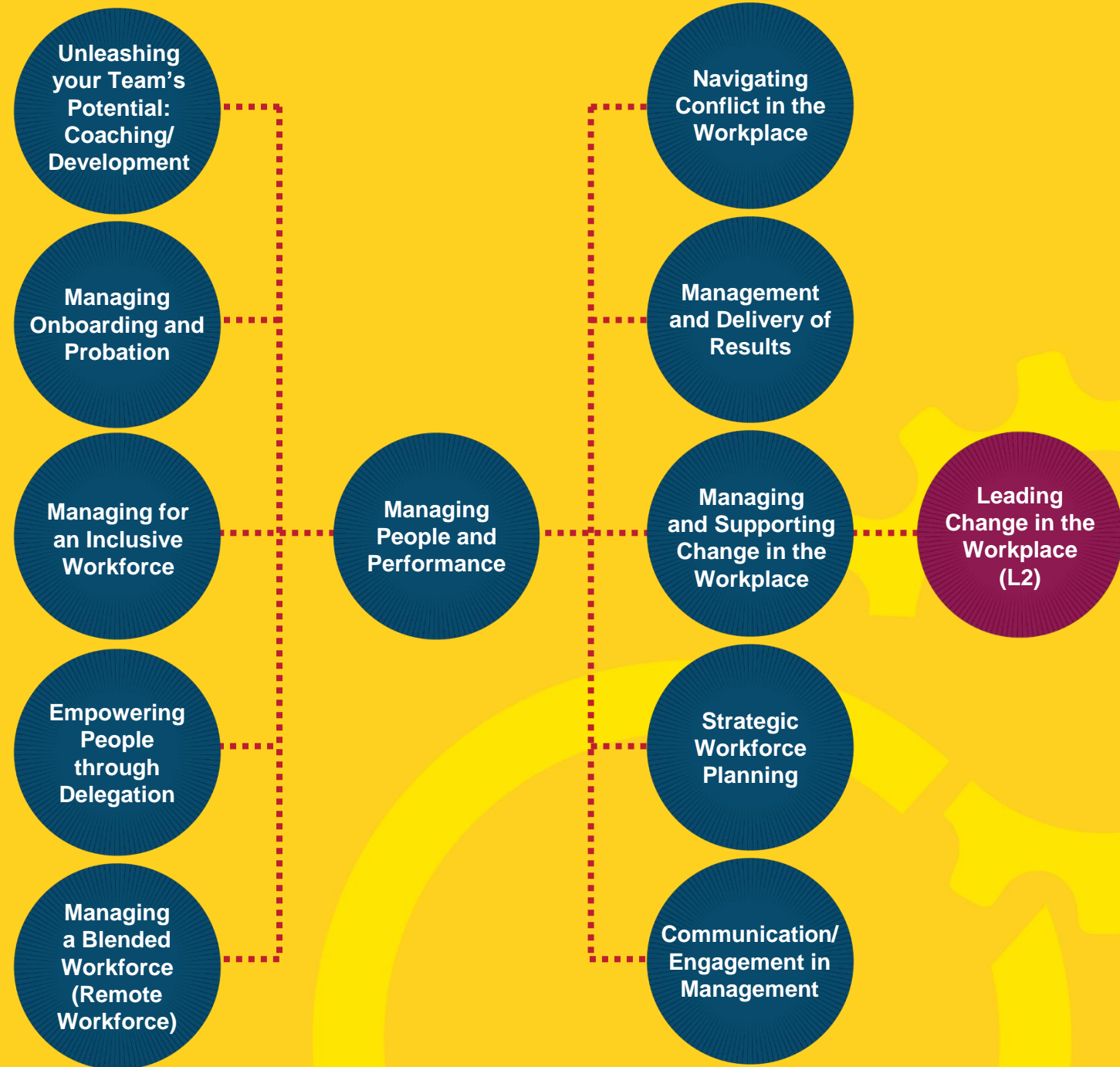


Civil Service
Essentials

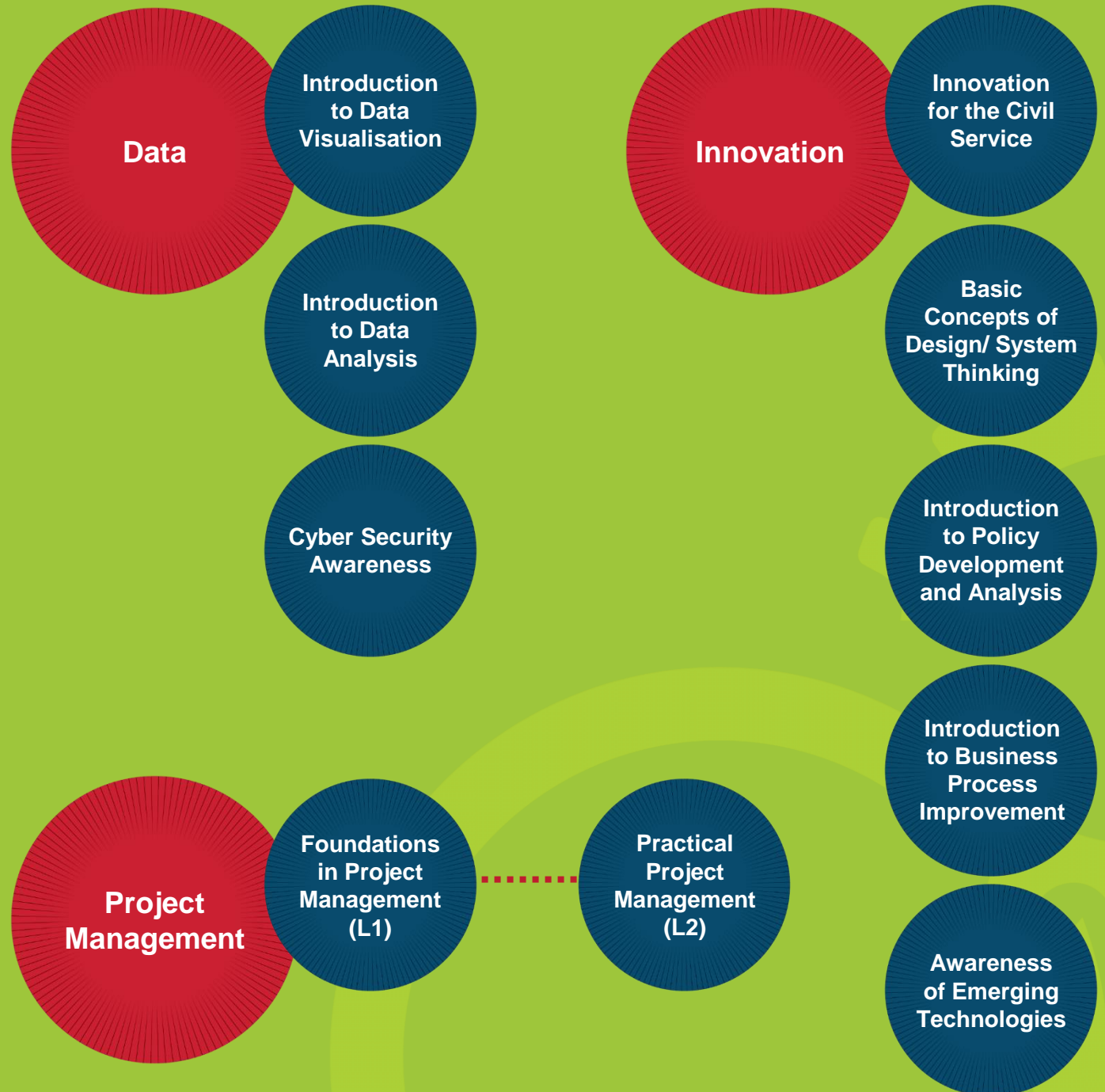
OneLearning

Oiliúint agus Forbairt don Státseirbhís
Learning and Development for the Civil Service

People Management Learning Paths



Data, Innovation and Project Management Learning Paths



Customer Service Learning Paths



Communication Skills Learning Paths



Spoken Communications

Effective Meeting Skills

Developing your Facilitation Skills

Presenting with Impact

Communicating and Influencing with Impact (L1)

Written Communications

Professional Writing Skills

Advancing your Negotiation Skills (L2)



Common course

Effective Meeting Skills

Writing Civil Service Documents

Speech Writing

Minute Taking

Irish Language Learning Path



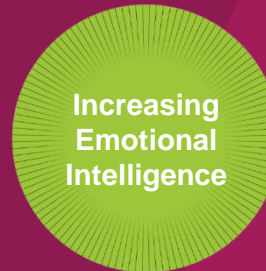
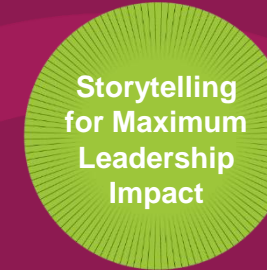
Beginner

Advanced

Personal and Team Wellbeing Learning Paths



Leadership Learning Paths



Courses coming in March

Planning and Organising: Managing Self

Collaborative Working and Team Building

Personal Physical and Mental Wellbeing

Managing Stress and Building Resilience

Introduction to Quality Customer Service

Managing Onboarding and Probation

Professional Telephone Call Handling (L1)

Advanced Telephone Call Handling (L2)

Speaking with Clarity and Confidence

Presenting with Impact

Professional Writing Skills

Managing a Blended Workforce (Remote Workforce)

Effective Meeting Skills

Minute Taking

Introduction to Data Visualisation

Introduction to Data Analysis

Practical Project Management (L2)

Courses coming next

**Communication
Techniques for
Challenging
Customer
Situations**

**Writing
Civil Service
Documents**

**Communication/
Engagement in
Management**

**Managing and
Navigating
Conflict in the
Workplace**

**Introduction
to Policy
Development
and Analysis**

**Cyber Security
Awareness**

**Equality and
Human Rights:
Understanding
Your Role
(Level 1)**

**Career
Development**

Priorities 2022

Gen 2 

 Leadership



Course Development

- Develop and roll out next generation of OneLearning instructor led courses for the Civil Service (52 courses), including:

People
Management

Innovation,
Data, Project
Management

Comms.
and
Customer
Service

Personal
and Team
Wellbeing

Irish
language

- Complete the roll out of **3/9 new Leadership Courses AO-SPS**
- Continue to expand OneLearning's eLearning offering e.g.
 - Health and Safety - Home Work Station Ergonomics eLearning
 - Wellbeing Webinars with CSEAS and external Provider

Thank you

