

ReBoot Training

Induction Pack





Welcome to you all and congratulations on being selected to attend the Women ReBOOT Live Program.

We are delighted to be working with WorkJuggle and Ciara on this program and know the focus they have placed on the design of this Women ReBOOT will certainly enrich your experience and the legacy of Women ReBoot in general.

I want to ensure you that every effort has been made to deliver a top quality program that will enhance not only your professional development but also your personal and indeed your own well-being at this particular time.

We had exceptional demand for this program and careful consideration has gone into the selection process of all candidates. I hope you all feel proud of your achievements so far and we look forward to hearing and seeing great things from you during and beyond the program. I hope you join the program with great intent and ambition to get the most out of this opportunity.

Warm Regards,

Kathryn Cullen

Program Manager for Women ReBOOT



Welcome to the ReBOOT training programme, hosted and delivered by WorkJuggle.

At WorkJuggle we are very excited to be welcoming twenty two participants onto this course. We delivered this program virtually in May for the first time and learned a huge amount from that. We hope you will enjoy this course and that it will be the start of an exciting relaunch of your own careers.

This pack is intended to outline the course, explain the technology we will be utilising and offer some tips on how to get the most out of the experience. The prime focus of this Program is applied rather than theoretical. There is an emphasis on group work, interactive exercises and lunch and learn sessions. The Program will be high impact and high intensity featuring a mix of professional development, technical training and personalised coaching.

We are very much looking forward to working with all of you.

Ciara Garvan

Founder, WorkJuggle.com

Table of Contents

Who we are	5
Our Trainers	6
Nikki Taggart	6
Melissa Curley	6
Dave Farrelly	6
Máire Dowling	6
Our Coaches	7
Tony Devine	7
Aidan Flynn	7
Moya Keaveney	7
Course Outline	8
Pre Work	10
Introductions	10
Reading List	10
How to use the handout booklet	11
Evaluation	11
Coaching	12
What is Career Coaching?	12
Psychometric Assessment	13
Course Technology	13
Zoom User Set up Guide	14
Getting the Most out of your Zoom Session	14
What happens if I can't access the Zoom Meeting?	15
Other Technical Issues	15
What happens if I have to leave the session unexpectedly?	15
How do I ask a question during a session?	15
Important Dates	16
Important Links & Contact Information	16
Appendices I	17
Coaching Agreement - 4 Sessions	17

Who we are

But first we want to introduce ourselves. My name is Ciara Garvan and I am the founder of WorkJuggle. My role in the Program is to ensure that it runs smoothly and that all the different strands tie together to make this a seamless experience. In this I am supported by Jane Monks, Operations Manager. Both Jane and I took time out of the workforce when we had small children and returned a few years later. We are really looking forward to getting to know all of you better and support you in your journey back to work.



Ciara Garvan
Founder



Jane Monks
Operations Manager

Our trainers



Nikki Taggart

Nikki Taggart is an Organisational Psychologist with a passion for lifelong learning. Having completed her undergraduate degree in Psychology Nikki joined the pharmaceutical industry in the UK, building up 10 years of organisational experience across sales, marketing, human resources, and learning and development.

Nikki has a special interest in working with teams to increase performance and wellbeing and to generally make work a happier and healthier place for all involved. A commended trainer and facilitator Nikki has successfully designed and delivered training interventions across a diverse range of areas.



Dave Farrelly

Dave will be delivering the Technical Training on the Program. He was previously a Program Manager with Dell, Head of Technology in Houghton Mifflin Harcourt and a Lecturer in the Digital Skills Academy.

Dave holds an M.Sc. (Mgmt.) International Business 2009 from Trinity College Dublin and a Diploma in Applied Finance 1999 from the Irish Management Institute (IMI)



Máire Dowling

Máire is the founder of The Cyber Security and Compliance Company Ltd.

Prior to this, Máire was Head of Sales at Caveo Systems, delivering strategy, products and services to leading Government, Finance, Insurance, Retail, Construction and other sectors. Her broad technical knowledge and ability to stay current were key factors in ensuring clients procured and configured solutions that were best for their requirements.

Máire's expertise in compliance spans over two decades, with a focus on Information Security, Business Continuity, Quality and Data Protection, including GDPR.



Melissa Curley

Melissa is the chief conversation starter at SocialBee, the soft skills and communications training company that she founded in 2018. Her previous career as a secondary school teacher has given her a solid grounding in creating content that is engaging, relevant, and loaded with learnings.

Her experience of living, working and travelling the world has made her passionate about conversations and human connections.

Our Coaches



Tony Devine

Tony is an Executive Coach and founding Partner at The Grey Matters Network (GMn). Prior to GMn, Tony had a successful and varied career spanning 35 years in large multinationals in the I.T. industry where he managed regional and global business and delivery teams.

Tony provides a Business & Executive Coaching service supporting individuals in the commercial sector as well as in the not for profit area. He holds a Business & Executive Coaching Diploma from UCD and an International Executive MBA also from UCD.



Aidan Flynn

Aidan is an experienced executive with over 30 years' experience of working with multinationals in the technology, manufacturing and pharmaceutical industries. Aidan is warm & supportive but is also very solution orientated with a relentless focus on continuous improvement for the leaders & business owners he coaches to be more aware of their strengths, take ownership for their careers/businesses and achieve the goals to make them better leaders for tomorrow's faster world.



Moya Keaveny

Moya is an Executive Coach and co-director of Red Business & Executive Coaching International. (Prior to establishing her coaching consultancy she spent over 20 years working in the corporate sector, across a range of industries and geographies, primarily within human resources.

Most recently she worked for Google in regional Program management. In this role she was focused on communications, culture, inclusion and manager development. Moya combines strong business acumen and emotional intelligence with a passion for supporting individuals to reach their potential.

Course Outline

Here is our schedule for the thirteen day training Program. Please note there will be some changes to the schedule as we work through the course and these will be flagged on our online Learning Management System, Canvas LMS and WhatsApp group as appropriate. We are also expecting some guest speakers to join us and we will keep you updated as to when they will be joining us.

Wednesday 1st July	9.30 -13.00 Kick Off including Introduction to Technical Training 13.00 -14.00 Lunch 14.00 -17.30 Learning Mindset & Critical Thinking
Thursday 2nd of July	9.30 -13.00 Collaboration 13.00-14.00 Lunch 14.00 -17.30 Software Development LifeCycle (Tech Training)
Friday 3rd of July	9.30-13.00 Innovation 13.00-14.00 Lunch 14.00-17.30 PM Fundamentals
Monday 6th of July	9.30 - 13.00 -Technical Architecture 13.00 - 14.00- Lunch 14.00 – 15.00: Resilience Sprint 1 Break 15.15 – 16.15 : Resilience Sprint 2 Break 16.30 – 17.30: Resilience Sprint 3 Evening Session 20.00 – 21.00: Resilience Sprint 4
Tuesday 7th of July	9.30 - 13.00- Security Essentials 13.00-14.00 Lunch 14:00 - 17.30 Cloud & Database Essentials
Wednesday 8th of July	9.30 -13.00 Virtual Presentation & Interview Skills 1 13.00-14.00 Lunch 14.00-17.30 Virtual Presentation & Interview Skills 2
Thursday 9th of July	9.30-13.00 Digital Business Models 13.00-14.00 Lunch 14.00-17.30 Open/ Prep 19.30-21.30 CV Prep
Friday 10th of July	9.30-13.00 Current & Future IT Close

Monday 13th of July	Emotional Intelligence 9.30-10.00 Morning Briefing 10.30-12.00 Morning Sprint 12.30 – 13.00 Super Sprint 1* 13.00-14.00 Lunch 14.00-14.30 Super Sprint 2* 15.00-15.30 Super Sprint 3* 16.00-16.30 Super Sprint 4* 17.00-17.30 Super Sprint 5* (*Participants to select 2 super sprints. Options presented during Morning Briefing)
Tuesday 14th of July	9.30-13.00 GDPR & Data Protection 13.00-14.00 Lunch 14.00-17.30 - Open/ prep 19.30-21.30 LinkedIn Workshop
Wednesday 15th of July	9.30-13.00 Influencing Skills 13.00-14.00 Lunch 14.00 -17.30 Unconscious Bias
Thursday 16th of July	9.30-13.00 Innovation Project: 'From problem to pitch' Prep 13.00-14.00 Lunch 14.00-17.30 Innovation Project: 'From problem to pitch' Prep
Friday 17th of July	9.30-13.00 Lifelong Learning & Job Search 13.00-14.00 Lunch 14.00-17.30 Innovation Project: Live Pitch & ReBOOT Close

Most days will follow a similar format. In order to keep the course as interesting and interactive as possible the morning will start with a "sprint" session. This is essentially a deep dive into the theme for the day. We will then break as a group for a quick movement break/ cup of coffee.

You will then work in your assigned group or "pod". These pods will be small groups of four. In these breakout sessions you will be supported by the trainers. Some days we will have a guest speaker join us at lunchtime.

At the end of the day the entire group will come back together and present their work. In this program we are experimenting with evening sessions. This is to allow more breaks in the schedule. You can see that some afternoons are marked as open/prep. These sessions can be used to prepare your CV or do course work.

As you work through the course material you will also have a Handbook. The handbook is for your personal use as you work your way through the various exercises.

Pre-Work

Introductions

What can you expect from Day One of a course other than being asked to introduce yourself! This can be daunting, and can cause people to worry so much about what they are going to say about themselves that they don't actually listen to other people's introductions!

To avoid this phenomenon, we are asking you to do a quick preparation of how you will introduce yourself on Day One. On page three of the handout booklet, you will see a template. Complete this template in advance of Day One and refer to it when you are introducing yourself. This way you will be able to enjoy meeting and listening to your ReBOOT peers, without stressing about what you will say when it is your turn to speak!

Reading List

We have prepared a list of recommended reading, all carefully selected to help you throughout your return to work journey. We are asking you to start reading a book of your choice, as you embark on the ReBOOT programme. Towards the end of the programme, we will have an informal coffee afternoon. Here we will share some of the things we have learned from our book of choice, so far.

Mindset

The Chimp Paradox, Prof Steve Peters
Everything is Figureoutable, Marie Forleo
Lost Connections, Johann Hari
Man's Search for Meaning, Viktor Frankl
Meditations, Marcus Aurelius
Mindset, Carol Dweck
The Education of an Idealist, Samantha Power
Drive, Daniel Pink

Resilience

Rising Strong, Brene Brown
Grit, Angela Duckworth
Learned Optimism, Martin Seligman

Self-Advocacy

Playing Big, Tara Mohr
The Confidence Code, Katty Kay and Claire Shipman
How Women Rise, Helgesen and Goldsmith
Presence, Amy Cuddy

How to use the handout booklet

Each professional development session* has accompanying pages within your handout booklet. These pages contain a mix of individual reflection exercises and group exercises. Your trainers will direct you to the relevant pages of the workbook for each session, and page numbers of the handout booklet will be shown on session slides where necessary.

We aim to finish each session with a focused consideration on your future development, relevant to the content that is covered. While we acknowledge that time may not permit this to happen every session, your handbook will contain a guided individual reflection plus action plan that you will be able to complete yourself. Ideally we will however complete this in session.

It is important that you do work on these smaller action planning exercises, at the end of the ReBOOT programme we will run a Lifelong Learning session. During this session we will help you generate an overall personal development plan, drawing from the action points that you have put together at the end of each professional development session. This session will serve as a cumulative de-brief where you will be able to build a solid personal development plan going forward.

*There are no activities for the ReBOOT sessions on Resilience. Due to the nature of this topic, we suggest that you may wish to open up a new notebook for these sessions. You may also want to keep that notebook going as your own personal journal related to growth, grit and resilience.

Evaluation

Throughout the programme you will be assessed on your attendance, professionalism and engagement with the training and this feedback will be provided to Software Skillnet.



Coaching

Every participant on the course will have access to four individual coaching sessions. These sessions will be held via Zoom and are completely confidential between you and your coach.

Each session will last between 60-90 minutes.

The first session will take place before the training starts commencing on the 26th June.

The second session will take place during our training programme.

The third and fourth sessions will take place after the initial training program has completed.

What is Career Coaching?

Career coaching supports you to identify the next step in your career, develop a strategy with realistic action steps to reach your goals, and provides accountability as you move along the path to achieving your goals. The power of coaching comes from enabling/empowering you to find your own way.

What do I need to do in preparation for my coaching session?

In advance of each meeting with your coach, spend some time considering what you would like to focus on during the session. Bring any questions or concerns you may have about your job search to the session. If you would like support in tailoring an application or preparing for an interview, please provide relevant details (such as your cv and the job description) to your coach in advance. This will ensure optimal use of your coaching session.

Will I get help with my CV, LinkedIn profile and interview preparation?

The Program includes workshops on each of these topics. Working further on any of these topics with your coach 1:1 in your coaching session is also possible.

This will be a critical outcome of the 13 days and will be your signal card to prospective employers.

What qualifications do the coaches have?

All our coaches are qualified in business and executive coaching. They have strong track records in the corporate sector across a range of industries. See their profiles for further details.

Please book coaching sessions directly with the coach you have been assigned to. To book a coaching session with your coach follow the appropriate link below.

Tony Devine

<https://calendly.com/tonydevine>

Aidan Flynn

<https://calendly.com/aidanflynn>

Moya Keaveny

<https://calendly.com/moyakeavenycoach>

Before starting your initial coaching session please read and sign the confidentiality agreement in Appendices 1. This contract should be sent to jane@workjuggle.com

Psychometric Assessment

As part of the Program you are invited to complete an online emotional intelligence assessment instrument, the Emotional Quotient Inventory (EQ-i). This assessment has been selected as part of the ReBoot Program in order for you to get the most out of our sessions on Emotional Intelligence.

Emotional Intelligence (EI) refers to a distinct combination of emotional and social skills and competencies that influence our overall capability to cope effectively with the demands and pressures of work and life.

Incorporating more than 20 years' research and development, the EQ-i is a psychometrically sound, validated assessment instrument that is applied to EI assessment and development at individual, team, and organisational levels. The EQ-1 model of EI will provide us with a robust and intuitive framework to work with in order to plan and begin your self-development.

The link for the Psychometric assessment will be emailed to you in a separate email. We would ask you to complete the assessment by Thursday the 9th of July.

Course Technology

Over the course of this Program we will be using a number of technical tools.

The most important of these is **Zoom**. All training sessions & coaching sessions will be hosted on Zoom.

The link for the Zoom training is below. Please note your link for coaching sessions will be different and will be shared with you directly by your coach.

Topic: ReBOOT July 2020

Join Zoom Meeting

<https://us02web.zoom.us/j/84805924640?pwd=bnRTZ0dwQ3VFOVpmOGpKS2s5eDJSUT09>

Meeting ID: 848 0592 4640

Password: REBOOT

Dial by your location

+353 1 536 9320 Ireland

+353 1 653 3895 Ireland

Meeting ID: 848 0592 4640

Password: 194360

Find your local number: <https://us02web.zoom.us/j/84805924640?pwd=bnRTZ0dwQ3VFOVpmOGpKS2s5eDJSUT09>

All training material will be available on the **Canvas Learning Management System (Canvas LMS)**. This includes slide decks, participant handbooks and the relevant survey(s) for each day. All training sessions will be recorded and the link to the recorded session will be available on Canvas LMS after each session.

Here is the link to Canvas <https://www.instructure.com/canvas/>

You will receive an invite by email asking you to set up a login to Canvas. You will receive this invite before Tuesday the 30th of June. That email will come from notifications@instructure.com. If you don't see an email in your primary email account, please check your spam folder.

Please note there is an inbox in Canvas for contacting your trainer. For the purpose of this Program we will not be using that so please don't email there. Thanks! If you need to contact the trainer we will be hosting office hours on Zoom and the trainer will advise you of these on the first day.

We are also setting up a **WhatsApp** group for all participants. It is Admin Only and will be administered by us. It is intended to be used sparingly as a way to communicate quickly with the entire group.

Zoom User Set up Guide

You do not need a Zoom account to dial in to the Zoom training sessions. You will be prompted to download the software, once you have clicked on the training session link.

To access your Zoom training for the day please click on the link which will be provided to you separately by email. The 13 day training Program has been set up as a recurring meeting so this link will be the same for each day.

Getting the Most out of your Zoom Session

It is recommended that you have a headset with an external mic - this is best for hearing and speaking capabilities.

In terms of devices the following are recommended:

- Laptop/ Computer (PC/ Mac)
- Tablet (Apple iOS, Android)

In preparation for the training session please;

- Install Zoom well in advance to allow time for download etc.
- Join a test meeting and familiarise yourself with all the features
- Test your headphones, microphone and camera are working (see links for audio and video testing)
- Update your profile details so that your user name will be visible during sessions.
- Update the profile picture which will display if for some reason your video isn't working
- The location of where you sit and undertake the course will be very important. We appreciate we are all in an unprecedented situation with children and adults all home together. So as much as possible please try and facilitate the following;
- Sit somewhere quiet where you are unlikely to be disturbed.
- Ideally work in the corner of the house where the wi-fi is strongest. If your wi fi is wireless and your speeds are slow then consider plugging your computer into a fixed line.
- Aim to have nothing visually distracting in the background (Zoom has great features such as pretend backgrounds, try them out they are fun- <https://support.zoom.us/hc/en-us/articles/204674889-Zoom-Rooms-Customized-Background>)
- In terms of lighting do not sit facing a window or under an overhead window. Consider turning off or dimming your overhead light if it produces a glare.

What happens if I can't access the Zoom Meeting?

If you cannot access a Zoom training session or if you are disconnected mid training session try if possible to bring your computer or mobile device closer to the router or connection point in your home. If you continue to experience access issues please leave the meeting and attempt to resolve these issues offline to allow the training session to continue uninterrupted.

If you miss a training session due to technical issues you can access a recording of this session after the session has finished. These recordings will be held on the Canvas LMS.

If the trainer is experiencing technical issues before or during a training session you will be notified via the group WhatsApp and if necessary, alternative arrangements will be advised.

Other Technical issues

If you experience any issues with delay, frozen screen or poor quality audio during a training session please attempt to resolve these issues without interrupting the session. If you continue to experience issues please leave the session and attempt to resolve them offline.

What happens if I have to leave the session unexpectedly?

If for some reason you have to leave the session unexpectedly please notify the trainer via the chat function.

How do I ask a question during a session?

If you need to ask a question during a session you can do so via the Q&A chat feature or the "Raise Hand" functionality on Zoom.

Your trainer will advise the most appropriate way to ask a question at the training introduction session.

There will also be an opportunity at the end of each session to ask one to one questions if required.

Important Dates

Tech Questionnaire - Please complete by **Friday the 26th of June**

Psychometric Test - Please complete by **Thursday the 9th of July**

Coaching Sessions - Starting **Friday the 26th of June**

Tech Rehearsal* - **Monday the 29th of June**

*What is the tech rehearsal? This is a quick twenty minute session where all 22 participants will log on to Zoom. The purpose of this is to ensure everyone is able to log in and minimise the likelihood of technical issues on our start date of Wednesday the 1st of July.

Important Links & Contact Information

Link to Coaches Booking Pages

Tony Devine

<https://calendly.com/tonydevine>

Aidan Flynn

<https://calendly.com/aidaniflynn>

Moya Keaveny

<https://calendly.com/moyakeavenycoach>

Link to Zoom

Join Zoom Meeting

<https://us02web.zoom.us/j/84805924640?pwd=bnRTZ0dwQ3VFOVpmOGpKS2s5eDJSUT09>

Meeting ID: 848 0592 4640

Password: REBOOT

Dial by your location

+353 1 536 9320 Ireland

Meeting ID: 848 0592 4640

+353 1 653 3895 Ireland

Password: 194360

Find your local number: <https://us02web.zoom.us/j/84805924640?pwd=bnRTZ0dwQ3VFOVpmOGpKS2s5eDJSUT09>

Link to Canvas LMS

<https://www.instructure.com/canvas/>

Course Queries

If you have any administration or technical queries relating to the course please email jane@workjuggle.com

Appendices I

Coaching Agreement - 4 Sessions

Private and Confidential Coaching Agreement

Date:

1. Parties:

This agreement is between

< _____ > 'Coach'

and

< _____ > 'Client'.

It covers the entire engagement including the direct interaction itself (date: _____) and any preparatory documents exchanged between the parties before this date. Any further engagements will be subject to a separate agreement. Both parties fully commit to the agreed process.

2. The Service:

The service to be provided by the Career Coach to the Client is a face-to-face or web-enabled meeting which will support and advise the client in a nominated aspect of his/her personal development. The support and advice will be based on the Coach's own experience and knowledge combined with the information provided by the client through the engagement.

The outcome of the meeting is intended to be an action plan owned by the client.

Throughout the Coaching relationship the Coach will engage with the Client in personal conversations. A successful support engagement requires the Client taking responsibility for outcomes and a co-active collaborative approach between the Coach and the Client based on mutual respect, trust and confidentiality. A key guiding principle for the Coach is unconditional positive regard for the Client.

3. Privacy:

The Client can at any point in the Coaching session, declare his/her preference not to discuss a specific issue by simply stating so. The Coach agrees to respect this boundary.

4. Confidentiality:

The Coach will work within the professional code of ethics and guidelines as designated by the European Mentoring & Coaching Council (<https://www.emccouncil.org/>) and by the Association for Coaching (<https://www.associationforcoaching.com/>). Copies of the ethical guidelines are available on these websites.

All information about the Coach/Client relationship will remain strictly confidential except in very rare circumstances e.g. where decreed by law.

If you wish the Coach to speak to someone outside of your interactions, then you need to give written permission (original letter, fax or email) to do so.

The Client agrees to the Coach recording notes at their meeting subject to such notes being used solely for the purpose of the professional engagement.

5. Cancellation:

The Coach and Client agree to provide each other with one week's notice in the event that it is desired to cancel the planned session. Otherwise, the Coaching session will proceed on the date/time and for the duration agreed.

6. Fees:

Covered by Reboot Program /Technology Ireland Software Skillsnet.

7. Signatures:

Our signatures on this agreement indicate full understanding of, and agreement with the information outlined above.

Client

Date

Coach

Date

Technology Ireland Software Skillnet is co-funded by Skillnet Ireland and member companies. Skillnet Ireland is funded from the National Training Fund through the Department of Education and Skills.



An Roinn Oideachais
agus Scileanna
Department of
Education and Skills

