

Interested in the ICS Communications Award? – Apply by Monday February 14th

Staff can now apply to take the ICS (Institute of Customer Services) Communications Award. 146 staff have successfully completed the award to date.



What is the ICS Communications Award?

The ICS Award allows staff to improve their customer service performance. You can get the award after demonstrating your effectiveness in four areas:

- You and your customer
- You and your organisation
- You and your colleagues
- You and your development

Completing the Award will improve your ability to communicate and build relationships with your customers and your colleagues. It will also give you a better understanding of the purpose of your job and how it fits into the organisation. Many staff who have taken the award have moved their careers forward by using the knowledge and skills gained from completing the communications award.

What staff would be interested?

All staff in the organisation, no matter where they work or what grade, would benefit from the ICS Communications Award.

All Council staff deal with the customer, whether external, internal or both, and communications are an essential skill in today's workplace.

How do I get the award?

To get the award you complete a 'Communications E-Passport'. This is a record of how you interact with your customers, colleagues and the wider organisation. By examining key events in these relationships you get a better understanding of your day-to-day activities, what you are doing well and how you can develop.

Do I get any help with this?

Everyone taking the award has their own coach. Coaches have taken the award before and support you at every step. You and your coach will decide how often you should meet but you'd need to devote about one hour every week to the award. You start work in March and should finish six to eight months later. You should do the assessment in November.

How do I apply?

Availability of places is limited and all applications must be received by 5pm on Monday 14th February. Please ensure your line manager is aware you are taking the award so suitable cover is in place when you meet your coach. If you are interested contact Martin Daly, Deputy Manager, Customer Services Centre, Block 3, Ground Floor, Civic Offices, T. 222 5810, E. martin.daly@dublincity.ie.

Thanks to Council staff

I would like to say thanks to all of the Council staff who went the extra mile over the last number of weeks to help keep the city moving during the heaviest snow fall in years and during the coldest December since records began over 150 years ago.

During the current water crisis many staff members worked throughout the Christmas holidays to help fix burst water mains, deliver water to people in need, work to get the system back to normal as quickly as possible and provide information to the public.

John Tierney
Dublin City Manager



Pictured here are staff from the Water Division, Inspector Christy Bennett, Norman Curley and Richie Luby, helping Saint Agnes School, Armagh Road, Crumlin fill its water tanks during the recent cold snap, with the aid of the Water Division's newly acquired fire tender.

Developing Your Skills

Following the successful introduction of this training initiative in 2009/2010, which over 1,630 employees have attended to date, the Training and Development Unit will be providing a further programme of courses in 2011.

'Developing Your Skills' offers a range of opportunities to meet specific training needs. All courses will be 2 hours in duration to maximise concentration and minimise the disruption to your normal working day. There will be no charge to your department.

Courses

Course Title	Dates Available
Creating Winning Teams and Effective Team Spirit	16th Feb (am) 1st March (am)
Staff Performance – Rising To The Challenge	16th Feb (pm) 1st March (pm)
Presenting with Style	22nd Feb (am) 9th March (am)
'Not Another Meeting!' – How To Make Meetings More Effective	22nd Feb (pm) 22nd March (pm)
Managing Your Time to Manage Your Work	24th Feb (pm) 15th March (pm)
Understanding Oracle Financials	3rd March (am) 15th March (am)
Understanding Oracle Purchasing Tax Liabilities	24th Feb (am) 22nd March (am)

How do I get more information?

Go to the Human Resources Department site on 'DUBNET' and select 'Training and Development' or contact the Training and Development Unit, T. 222 2359, email training@dublincity.ie.

Planning for retirement in 2011?

The Training and Development Unit, in conjunction with Retirement and Life Planning Service, will be running 1-day Retirement Planning Seminars for all staff who are due to retire during this year. The seminars aim to help participants make comprehensive plans for a successful retirement.

Topics covered are:

- Health issues
- Financial planning
- Social welfare
- Taxation
- Dublin City Council Superannuation Scheme

If you are interested in attending a Retirement Planning Seminar please contact Conor Dunne, Training and Development Unit, Human Resources Department, T. 222 2359 or email conor.dunne@dublincity.ie.



Chance to improve your Irish

A new course in spoken Irish will start in January 2011 in 3 Palace Street (Barnardo Square).

Basic Level – Mondays 4pm – 5pm, commencing 24 January 2011

Intermediate Level – Tuesdays 4pm – 5pm, commencing 25 January 2011

If you wish to take part you must submit your application form to the Irish Development Unit by Wednesday 19th January 2011.

Additional information and application forms are available from Dubnet/Noticeboard/Cúpla Focal and from An tAonad Forbartha Gaeilge at gaeilge@dublincity.ie or ring T. 222 3973/3964.

Deis Gaeilge a fhoghlaim

Beidh sraith nua de ranganna i labhairt na Gaeilge ag tosú i 3 Sráid an Pháláis (Cearnóg Barnardo) Mí Eanáir 2011.

Bunchúrsa – Dé Luain, 4pm – 5pm, ag tosú 24 Eanáir 2011

Meánchúrsa – Dé Máirt, 4pm – 5pm, ag tosú 25 Eanáir 2011

Más mian leat páirt a ghlacadh sna ranganna ní mór duit iarratas a dhéanamh go hoifigiúil go dtí an tAonad Forbartha Gaeilge roimh Dé Céadaoin 19 Eanáir 2011.

Breis eolais agus foirmeacha iarratais ar fáil ar Dubnet/ Noticeboard/Cúpla Focal agus ón Aonad Forbartha Gaeilge ag gaeilge@dublincity.ie nó glaoigh ar 222 3973/3964.

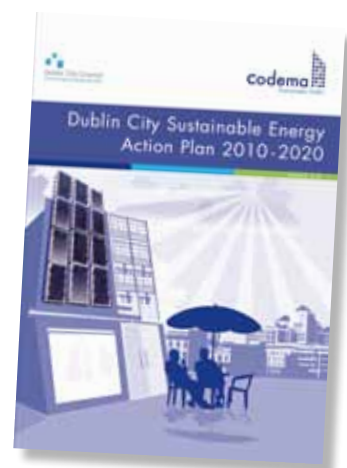
Dublin City Sustainable Energy Action Plan 2010-2020

The Dublin City Sustainable Energy Action Plan 2010 – 2020 was approved at last month's council meeting on 6th December. The Dublin energy agency Codema compiled the plan, in association with a Dublin City Council Steering Committee chaired by Assistant City Manager Seamus Lyons.

Dublin City Council aims to reduce Dublin's carbon footprint by 20 per cent by 2020. The Action Plan analysis the city's current energy and carbon dioxide emission.

Codema calculates that Dublin city currently emits 5 million tonnes of CO₂ each year. The Action Plan sets out and evaluates how we can reduce energy consumption in areas such as planning, transport, residential and commercial buildings, while incorporating the use of renewable energy. If all the measures outlined in the Action Plan are put into place, it could have a significant impact on reducing carbon emissions in Dublin city.

The Dublin City Sustainable Energy Action Plan 2010 – 2020 is available to download from www.codema.ie.



Answers to Dublin place name quiz

1. Church reptile – Chapelizod
2. Sea creature's outhouse – Dolphin's Barn
3. A very dark boulder – Blackrock
4. A breed of sheep – Marino
5. A gravelly paste – Stoneybatter
6. Get out of the way – Stepside
7. Dispose of this woman – Killester
8. Single men don't run – Bachelor's Walk
9. Chimes demise – Ringsend
10. Big cats Ville – Leopardstown
11. The missing Lord – Lucan
12. Resting place for a summer fruit – Strawberry Beds
13. Mr. Seacombe is angry – Harold's Cross
14. Spheres cross over here – Ballsbridge
15. A just opinion – Fairview
16. Duel weapons – Swords
17. A stormy retreat – Windy Arbour
18. A cunning beast's stone – Foxrock
19. Demolish Leo – Knocklyon
20. This place is in a hurry – Rush
21. A rodent before the pits – Rathmines
22. A short distance to the centre – Inchicore
23. Venetian bridge – Rialto
24. Running is not permitted here – Walkinstown

The winners of the Dublin place name quiz will be announced in the next issue of Firstpost.

Members of Dublin Fire Brigade graduate with Diplomas



Pictured are T/O Michael O'Reilly, S/O John Reilly, D/O Michael O'Connell, D/O Colm McCarthy, S/O Noel Cunningham, Retired S/O Tadhg Fallon, S/O Edward Reilly, S/O Tony Devoy, S/O Peter Barriscale, D/O Derek McCowley, D/O Paul Elebert.

On 25th November 13 members of Dublin Fire Brigade were awarded Diplomas in Business Management Studies, Fire and Emergency Services from Dublin Institute of Technology, Aungier Street. The graduation ceremony took place in the college and was attended by retired Personnel Officer Frank Kelly, Chief Fire Officer Hugh O'Neill and Executive Manager Gerry Geraghty.

The Diploma is a two year part time course Level 7 HETAC accredited award which can lead on to an Honours Bachelor of Business Studies. The modules, in conjunction with Institute of Technology Carlow, have been specifically tailored to the Fire and Emergency Services.

Dublin City Council would like to take this opportunity to congratulate all who successfully completed the course.

Are you sitting comfortably?

VDU Users' Checklist

The following tips are designed to aid your comfort while using Visual Display Screen Equipment

- Adjust the height of the chair until your forearms are parallel to the keyboard when typing, and your wrists are in a neutral position.
- Ensure your thighs are parallel to the floor and that your feet rest firmly on the ground or on a footrest.
- Adjust height and tilt of backrest so that upper back is supported. This will help maintain natural curve in lower back.
- Ensure your eyes are at the same height as the top of the screen.
- Adjust screen angle and window coverings to avoid unwanted reflections.
- Adjust brightness/contrast controls.
- Locate the keyboard and mouse close to you to prevent stretching to reach these items.
- Leave a space in front of the keyboard for you to rest your hands when you are not using the keyboard.
- Remove any clutter under the desk to ensure you have sufficient leg room.
- Break up the day with regular changes of work activity – away from the screen and keyboard.
- Clean your screen.
- Have regular eyesight tests for VDU work.

If you are interested in becoming a VDU assessor, contact the Corporate Health and Safety Office at T. 222 5360.

Letter to the Editor Litir chuig an Eagarthóir

Email: comms@dublincity.ie
Post: Letter to the Editor, Communications Section,
3 Palace Street, Dublin 2.
Note: Please provide letter, name and address.
Letters may be edited.

The following letter was received during the spell of exceptionally bad weather last December.

Yesterday morning a team of Dublin City Council's grit spreaders arrived at our Bolton Street Community Centre and made safe the pavement area outside. They did the same outside St. Dominick's Church, Mount Carmel School, the DIT and all the local shops. They worked efficiently and with good humour. On behalf of all our elderly friends, please pass on our thanks.

*Yours sincerely,
Dermot Kirwan,
Friends of the Elderly.*



Little Green Street, Dublin 7
TOGETHER WE'RE BETTER

December Monthly Car Draw Results

Prize	Name	Pay Location Name
Ford Focus	Robert Doyle	Retired
€2,000.00	Seamus Vincent McSorley	National Education Welfare Board
€1,000.00	Sean Reynolds	DFB Dún Laoghaire
€1,000.00	Siobhan Feely	City of Dublin Vocational Education Committee

Full details of winners are available on Dubco's website, in the news section. A link to the website is available under Quick Links/Dubco on the DubNet home page.

Cars supplied by Harmonstown Motors.

T. 887 0400, F. 887 0499, E. info@dubco.ie, W. www.dubco.ie.

Staff Noticeboard / Clár Fógraí

staff members receive diplomas



Congratulations to Suzanne Connor, Nina O'Brien and Lesley Cowper (pictured), who received diplomas at the conferring ceremony for graduates of the Diploma in Local Government Studies in Dublin Castle in December.

temple bar tradfest – staff discount

The Temple Bar TradFest runs from Wednesday 26th to Sunday 30th January. This will be a 5 day festival of Irish Music and Culture with concerts, a pub trail, storytelling, musical workshops, free outdoor entertainment, food markets and family entertainment. Details of events are available at www.templebartrad.com.

Dublin City Council employees will receive a 10 per cent discount on all concert tickets. To avail of this offer just log onto <http://www.tickets.ie/events.aspx/search?s=temple%20bar%20trad>. The promo code "TRADFEST" is not case sensitive, so any combination of upper and lower case letters will work. You must enter the promo code into the appropriate field on the page. Next, choose the number of tickets you need and click the "Enter" button. The discounted tickets will then be displayed and you can select them.

operation transformation national walk day

The RTE programme Operation Transformation, in partnership with the Irish Heart Foundation (IHF) and the Irish Sports Council Local Sports Partnerships, have come together to host a number of Slí Na Sláinte Walks. Dublin City Sports Network has chosen the Slí Na Sláinte route for Dublin city and with the help of IHF Walking Leaders, they will lead a walk along the Clontarf Promenade.



The walk will take place on Saturday 15th January at 11am. The meeting point will be Clontarf Dart Station and the finish will be at the Wooden Bridge, Bull Island. RTE Film crew will be present on the day to capture the atmosphere along the Clontarf promenade. The walk will be 30-35mins (4km).

For further information please contact Aideen O'Connor, T. 222 7598 or email aideen.oconnor@dublincity.ie.

availability of P60s for all staff

Dublin City Council is obliged to submit its P35 for 2010 to the Revenue Commissioners by the 23rd February 2011. P60s, Income Levy Certificates and PRD Certificates for 2010 can only be issued following this submission. Therefore these statements will not be available to staff until early March 2011. Please do not contact the payroll sections for statements prior to this date as the figures will not be available.

The closing date for inclusion in the next issue is 12.00 noon on **Tuesday 18th January 2011**.

Please address any correspondence to: firstpost, Communications Section, Corporate Services Department, 3 Palace Street, Dublin 2. Tel: 222 2266.

The editor reserves the right to edit articles submitted, for clarity and length. Alternatively, you can e-mail to comms@dublincity.ie or Fax to 222 3776.

Please make sure that you enclose your name and work location. Firstpost is available in Large Print and Audio Format on request.

