



VIRTUAL TRAINING

ATTEND FROM ANYWHERE

QQI Certified Training | info@dcmlearning.ie | www.dcmlearning.ie

dcm THE
LEARNING
EXPERTS



Trusted, awarded
and accredited
courses.

**To ensure we provide
the highest possible
standards in
learning.**

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Virtual Training

ATTEND FROM ANYWHERE

+ Our virtual learning courses are designed to recreate a classroom experience online, enabling full interactions with the instructor leading the course.

DCM's virtual classroom has all the benefits of classroom study without the hassle and cost of travel. You'll get full interaction with the instructor throughout the course, using high-quality audio equipment and the GoToTraining platform.

The Benefits are:

- 1** **Access to Experts:** Receive full support from our learning professionals for the duration of the course.
- 2** **Convenient:** Access your training from home, the office, or anywhere with internet access
- 3** **Cost-Effective:** Save money on training and expenses like transport, hotels, meals and childcare.
- 4** **Quality:** Our technology makes our online courses the same high quality as our classroom training.
- 5** **Time Efficient:** Reduce time out of the office and time spent travelling to and from training centres.



"The instructor engaged the audience through questions and waited for everyone to answer, she gave us time to practice each new skill."

Ronan Brady
Head of Digital Marketing
SSE Airtricity



Virtual Training

HOW IT WORKS

+ Our Virtual Training courses allow you to access award-winning classroom training, without leaving your home or office. We use the GoToTraining video training platform. Throughout the course, the learning professional will use the GoToTraining platform to share their screen and interact. You can ask the learning professional a question at any time, either by simply speaking through your microphone or by using the interactive features, depending on best practice set by the trainer at the start of the training.



“Padraig was excellent, fantastic subject knowledge, good facilitator, limited digression. Extremely engaging and some excellent insights.”

Jamie Joyce
Facilities Management
Supervisor, Mitie





“The training has been great and everyone learned quite a lot – thanks to Robert, who was an expert facilitator and DCM Learning team!”

Lars Hartmann
Program Manager
Google

Google

A DCM Learning training session at Google European Headoffice.

Frequently Asked QUESTIONS

Q. What is virtual training?

A. They're live, interactive, instructor-led courses that are completely user-friendly and accessible from your office or home PC. They're the perfect time-saving alternative when you want training but can't get away from the office.

Q. What equipment do I need?

A. You'll need an internet-connected computer or laptop and a headset with a mic enabling you to interact with the classroom; a USB headset is recommended.

Q. How will I feel included?

A. Our learning professionals are specially trained on how to interact with remote attendees using the GoToTraining features such as audio, chat and annotation and our remote labs ensure all participants can take part in hands-on exercises wherever they are.

Q. How long will each course take?

A. Each course is the equivalent of a day's classroom training. In the absence of other delegates, Q&A sessions and general interaction, virtual training usually takes about half this time to watch the videos (with maybe a bit of re-winding and re-viewing).

Frequently Asked QUESTIONS

Q. How does virtual training work?

- A.
1. Up to two weeks before the start of the course we will send you Joining Instructions by email.
 2. This will include access to 'My Virtual Account' portal to update the provided fields, complete self-connection test or if the course has remote learning labs, book a pre-test or you will receive a joining instructions email which will include the joining link and meeting password.
 3. 15-30 minutes before the course begins you should launch the software using the joining link or launch button located within 'My Virtual Account' portal. Connect your audio, introduce yourself to the learning professional and familiarise yourself with the interface.
 4. The course will be split into multiple sessions, with short breaks in between so you can stay focused and refreshed.
 5. Throughout the course the learning professional will use the GoToTraining platform to share their screen and interact. You can ask the learning professional a question at any time, either by simply speaking through your microphone or by using the interactive features, depending on best practice set by the trainer at the start of the training.

Q. What if I have technological difficulties?

- A.
- If you're completely new to this kind of training, or feel overwhelmed by what seems like a more technical approach to training, don't worry. We have plenty of experience delivering virtual training. Our learning professionals and support staff will be there to support you regardless of your questions.

Frequently Asked QUESTIONS

Q. Can I book a private or on-site course for my group?

A. Yes, you can schedule a private training session for your team at your location, ours, or via private live web. The course content can be customised, and you can also add a day or two of individual mentoring to ensure your team is good to go. Contact us for a price quote.

Q. Do I need to use a headset?

A. We strongly recommend that all delegates use a headset as this will enhance the learner experience. It also removes the possibility of audio feedback.

Q. How long before the event should I log in?

A. We recommend that you log in at least 15 minutes prior to your daily start time.

Q. What are the interactive features?

A. You'll be able to speak to and/or electronically communicate with the instructor's and other attendees. You can also share files, view the instructor's desktop, ask questions, tell the instructor to speak louder, softer, slow down, etc. (through simple icons). You'll see what your instructor is writing, view and hear questions and comments from other attendees, and be able to work in subgroups. A headset is required for optimal communication throughout the Live Online Seminar.

Browse Our COURSES

+ What Skills Do You Need?



Management & Leadership

Whether you are a supervisor, team leader, middle or senior manager, our courses will help and inspire you to be a great leader and people manager.



Project Management & Lean

We provide essential project skills, lean skills, PMP® training, agile/scrum and project management certifications, to suit you... whether you're new to projects, a project manager or in a support or sponsor role.



Learning & Development

Our range of short courses, delivered by experts in their field, will provide the knowledge to keep your employees' skills levels up-to-date.



Communications & Presentations

We know that investing time in your personal development is the key to a rewarding career. We have courses for all levels to help you get the best from your role.

We offer over 100 virtual training courses, so you can join live training via web conferencing, saving time and money on travel. DCM's virtual training has all the benefits of classroom study.

Some of our Courses

QQI Level 6 Effective People Management

QQI Lean Six Sigma Green Belt

QQI Level 6 Train The Trainer

PSM™ Scrum Master

PSPO™ Product Owner

QQI Project Management

QQI Level 6 Supervisory Management

Managing Diversity

Facilitation Skills

Emotional Intelligence for Managers

Employee Motivation

Building Better Teams

Performance Management

Conflict Resolution

Advanced Communication Skills

Stress Management

Customer Service Excellence

Experts in Training

EXPERTS IN LEARNING



DAMIAN MCCOURT
TRAINING ASSOCIATE

Damian is a business professional with more than 25 years' experience in the financial and IT service sectors and is a highly experienced coach and consultant. He has helped develop and deliver training to many successful businesses and organisations.

Bringing his passion for training to every course he delivers, Damian's resulting style is interactive and inclusive, which empowers learners to develop their skills and achieve great results. Some of the areas Damian specialises in are: Train the Trainer, Learning & Development, Employee Engagement, Performance Management and Change Management.

- ✔ Degree in Humanities, psychology major - Dublin City University
- ✔ Diploma in Mindfulness and Wellbeing, Psychology - City Colleges Dublin
- ✔ HDip Computer Sciences, Information Technology - Trinity College Dublin



PADRAIG MCCABE
TRAINING ASSOCIATE

Padraig is a Trainer, Entrepreneur, Company owner and Business Development Engineer with 31 years of global business experience across various industries. He has delivered training and workshops to personnel and organisations in China, Hong Kong, India, the UK, Scandinavia, Central Europe and to companies in 32 of the 50 USA states.

Padraig's training delivery approach is highly engaging and structured, affording the participant an opportunity to learn at every possible juncture that accumulates into a top-class learning experience.

- ✔ PCQI Practitioner & Quality Professional Practitioner from IRCA/ CQI
- ✔ Advanced Member of Toastmasters International
- ✔ Lead Auditor ISO 9001 -2018



TRAINER EXPERTISE

Our trainers are Training Practitioners with years of industry experience as well as vast training experience.



QUALITY ASSURED TRAINING

As a QQI quality assured training provider, we offer programmes leading to awards under the NFAQ.



PASS RATE

Our learners have a 97.7% pass rate with the QQI Level 6 Training Delivery and Evaluation Certification.



EXPERTS IN TRAINING

We have trained 550 individuals successfully in QQI Level 6 Training Delivery and Evaluation in 2019.



We have 45 trainers dedicated to teach Business Skills, Leadership & Management

What our CUSTOMERS THINK



Said that DCM trainers knowledge, delivery and experience helped them learn more effectively.



Found the examples presented during the Training Needs Identification & Design course helped them to understand the technical concepts.



"Thank you for making this a very positive training experience, moving us so quickly from a very unconscious incompetence to a conscious competence."

Deirdre Flood
CEO Personal Assistant
Repak



"Extremely engaging and some excellent insights into how other organisations have delivered continuous improvement."

Mikayla Fox
Human Resources
Monaghan Mushrooms



"Everyone really enjoyed the training. The trainer is very knowledgeable and excellent. She brought a great buzz to the room and everyone learned a lot"

Brendan Crowley
Managing Director
Wexford Bus



"Thanks so much! It was such a useful course! I am delighted I took it!"

Alison MacDonald
Business Transformation & Innovation
Google

PROVIDING TRUSTED
TRAINING ACROSS BOTH
PUBLIC AND PRIVATE SECTORS





Guidance at Every Step

If you're completely new to this kind of training, or feel overwhelmed by what seems like a more technical approach to training, don't worry.

We have plenty of experience delivering virtual training. Our learning professionals and support staff will be there to support you regardless of your questions.

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