

Tailored to Suit

**Workshops
designed
for
Voluntary
Organisations
and
Community
Groups**



We can bring our courses to you or develop bespoke courses to meet your needs.

MEETING YOUR TRAINING NEEDS

Our bespoke training workshops can be tailored to suit the needs of your organisation. They offer an ideal opportunity for you to bring your staff, trustees and volunteers together to enhance their knowledge, learn new skills and develop as a team.

Our trainer will work closely with you to design the workshop to your specific requirements and training can be delivered at a venue of your choice. Learner packs, handouts and certificates will be provided by the trainer. All you need to do is arrange the venue and organise refreshments and catering.

Have you explored all the options for developing your staff and volunteers? We can help you to identify your learning and skill needs and advise on funding and training options such as Train to Gain, the government-funded training and national skills initiative. Train to Gain can help to support the development of leadership and management skills for managers and leaders in the voluntary sector and may fund training for other staff and volunteers in a wide range of courses and NVQs.

If you would like to discuss your learning needs or arrange a one-to-one meeting with Jenny Allthorpe, our Training and Development Officer, contact us on 01525 850559, e-mail training@action-centralbeds.org.uk

MEASURING OUTCOMES

The SOUL Record

Soft Outcomes Universal Learning

The SOUL Record is an effective method of measuring soft outcomes / informal learning in a way that benefits the client. It is useful for the client to help them to see the progress they are making; and for the worker as an ice breaker and a diagnostic tool. It helps you to identify where a client or learner may need some extra help or support.

For an organisation it provides evidence of the fantastic work being undertaken with their clients. It is a method you could use in improving your service and in supplying hard evidence for the benefit of management, funders or local government.

Content

- the origins of SOUL
- soft outcomes - what are they?
- how to use and analyse questionnaires, worksheets and observations to evidence progression
- how to summarise your results for funders
- spreadsheets results package.

This is a one day workshop for a maximum of 12 people.



MANAGING YOUR ORGANISATION

Business Planning

Developing a business or development plan can have a number of benefits for your organisation or community group.

Content

- helping you to review your current work
- bringing committee members, staff and volunteers together, by developing a shared vision and direction
- establishing priorities to give you clear targets for future work
- showing the organisation is properly managed
- being a valuable asset when applying for funding.



This workshop will be tailored to your organisation to help you prepare a plan that will meet your particular needs. It can help you to review your mission and aims, take stock and plan short and long term objectives.

Whatever your planning needs, a facilitated workshop could be the answer. It could be a half or full day but ideally should involve committee member, volunteers and staff.

Staff Supervision and Appraisal

This is aimed at managers and supervisors who want to put in place measures to improve staff support, motivation and performance.

Content

- understand the purpose and benefits of supervision and appraisal
- look at examples of different types of supervision and performance appraisal schemes
- understand good practice in supervision
- learn how to prepare for an appraisal interview
- tips for setting performance standards
- dealing with problems and delicate situations
- useful tips and resources that will help support you in your manager role.



This can be a full or half day workshop for five or more people and tailored to suit your needs.

Fit for Action Organisational Review

Getting into the habit of regularly reviewing the health of your organisation will help you spot problem areas and to keep in touch with your progress. It is a vital activity that encourages discussion and teamwork, and can involve everyone in the organisation. The workshop will be based on our *Fit for Action* toolkit, which is suitable for newly formed and established voluntary and community groups.

A review will help you answer these questions:

- are we meeting legal requirements?
- are we managing our group according to good practice?
- where do our strengths lie?
- which areas do we need to improve?
- what are our priorities for the future?
- what are our training needs?



This can be a full or half day workshop and run at a time to suit your group.

MEETINGS

Making Meetings Work

Find out how to turn boring, unproductive meetings into meetings that are useful, informative and even exciting.

This workshop will use case studies and practical exercises to look at what makes a good meeting, how to set an agenda and prepare for a meeting, and explore ways to manage and chair a meeting.

Content

- why have meetings
- role of the chair
- preparing for meetings
- structure of meetings and setting an agenda
- rules for handling meetings and dealing with conflict
- useful tips and resources that will help make your meetings more effective.



This can be a full or half day workshop for five or more people and tailored to suit your needs. It can also be tailored to place an emphasis on the roles and responsibilities of trustees.

Agendas and Minute Taking

Minute taking is a skill that usually has to be learned. This practical workshop will assist all those who are involved in setting up and recording meetings.

It will provide lots of useful tips and practice in note taking and different ways of laying out clear and accurate minutes. It will show you how to avoid the common pitfalls and how to make the minute taker's task less of a chore.



Content

- what makes a meeting effective
- tips on how to set an agenda
- understand why and when to take minutes
- minute taker's and chairperson's roles
- try out different ways of taking notes at meetings
- practice producing clear and accurate minutes that record decisions and produce actions.

This can be a full or half day workshop for five or more people and tailored to suit your needs.

COMMUNICATION

Communication Skills

Enable your staff, trustees and volunteers to speak with confidence at meetings and to learn how to read and use body language to their advantage.

This full day workshop will help participants to be more effective when speaking to groups and to become more professional and confident in handling difficult situations.

Content

- what makes a good communicator
- non verbal communication
- using emphasis
- establishing rapport
- listening skills
- barriers to listening
- short individual presentation and feedback.



Assertiveness and Confidence Building

Assertiveness is a way of behaving that helps us to express our thoughts, feelings and beliefs in direct, honest and helpful ways. It also means that we allow others to express their views and feelings in turn to us, and show respect for their point of view. This workshop provides an introduction to assertive behaviour and is suitable for anyone wanting to build their confidence and skills in their relationships with others.

Content

- understand the difference between assertive and non-assertive behaviours
- examine the barriers to assertive behaviour
- practice some assertive techniques
- link assertive behaviour to improving communication with others in your personal and work life.



This is a full day workshop for eight or more people and can be tailored to suit your needs.



Voluntary and Community Action's Trainer

Jenny Allthorpe has over 25 years experience working in the voluntary and community sector in a range of training and development roles. She helped to establish a women's employment and training group in Milton Keynes and worked for Councils for Voluntary Service in Derby and Northamptonshire as a Training Officer before coming to Voluntary and Community Action.

TEAM BUILDING

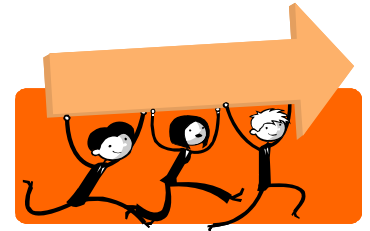
Group Dynamics

Groups are like relationships - you have to work at them!

This workshop can be adapted to suit any group situation, management committees, staff teams or volunteers. It will draw from your experience and work situations and help you to identify ways to overcome problems and develop and motivate your team.

Content

- identify what makes a good team
- look at team roles, tasks, responsibilities
- identify team strengths and weaknesses
- explore what helps individuals to work together effectively
- look at the stages of group development
- identify team problems and explore practical ways to deal with them
- useful tips and resources that will help to support your team.



This is a full day workshop for eight or more people and can be tailored to suit your needs.

Roles and Responsibilities of Trustees

Running a voluntary organisation is a team task.

One way to strengthen your management committee is to identify key governance and trustee issues and increase your understanding of committee roles and responsibilities. This can be run as a refresher for existing trustees or as part of your induction for new trustees.

Content

- understand your governing document
- your role on the committee
- legal responsibilities of trustees
- consider good practice in governance and ways to build the effectiveness of your committee
- identify key skills required and ways to overcome skill gaps
- useful tips and resources that will help to support your committee.



This can be an evening, half or full day session tailored to suit your needs.

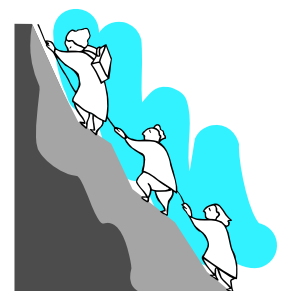
Leadership Skills

Few of us are born leaders, but the skills needed for leadership can be learned and is not a matter of a person's character or personality. It's what you do rather than who you are!

This workshop is for anyone (trustees, staff or volunteers) who are in a leadership roles and want to know how to get the best from the people they work with.

Content

- explore what makes an effective leader
- look at different leadership models
- discover your own leadership style
- learn how to get the best out of your team
- share your experience of managing or supervising
- explore ways to deal with problems and conflicts
- useful tips and resources that will help support you in your leadership role.



This is a full day workshop for six or more people.

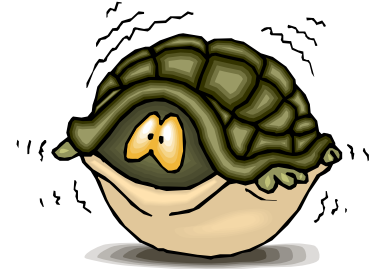
SAFEGUARDING PEOPLE

Personal Safety

This half or full day workshop is suitable for those working with the voluntary and community sector. It covers various aspects of personal safety including lone working and travelling safely by car, public transport or on foot. It explores the definitions of violence and the consequences to both employer, employees and volunteers. It looks at ways to deal with conflict and aggressive behaviour and gives practical guidance on introducing safe practices in the workplace.

Content

- definitions of personal safety
- the legislation
- your local area statistics
- how communication can cause problems
- dealing with conflict and aggressive behaviour
- work and travel in safety
- risk assessment exercise.



Safeguarding Vulnerable Adults

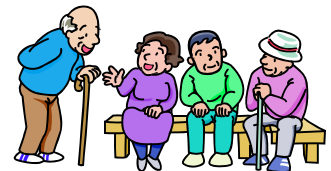
For organisations that work with adults who are vulnerable in any way and who want to develop a policy and guidelines for their protection and safety.

This half or full day workshop will help your organisation to understand the types of abuse vulnerable adults can experience and help you to know what to do if you have concerns or suspicions or witness abuse taking place.

It will enable you to up-date your policies and practice to include adult protection.

Content

- types of abuse and how to recognise them
- indications that abuse might be happening
- where and why abuse might happen
- what to do if an allegation of abuse is made
- how to go about developing an adult protection policy and guidelines
- confidentiality and data protection
- the Independent Safeguarding Authority and CRB checks



Safeguarding Children

This half or full day workshop is suitable for organisations that involve staff and volunteers in activities with children and young people. It will raise awareness and highlight indicators for when a child may need help and what you can do to make a difference.

Content

- a brief history of child protection
- forms and indicators of abuse
- what action to take if you suspect abuse
- why you need a child protection policy
- what should you do if you suspect abuse is happening
- abuse and children with additional needs
- the Independent Safeguarding Authority
- Criminal Records Bureau function
- what a good child protection policy should contain
- model policies and agreements.



TO ARRANGE A BESPOKE TRAINING WORKSHOP

Please contact Jenny Allthorpe our Training and Development Officer, to discuss your requirements and preferred dates **BEFORE** completing the booking form. Once you have completed and return the booking form a contract for services will be sent to you.

If your training needs are not included in this flyer please do not hesitate to discuss your specific requirements with us.

What we do:

discuss your requirements, agree fee and delivery arrangements, customise and present training, provide handouts and certificates as applicable and evaluate the training.

What you do:

arrange a venue, arrange refreshments and catering as required, provide the participants and inform them of the workshop arrangements.

BESPOKE TRAINING FEES

	Members		Non Members	
	Voluntary and Community Sector	Statutory Sector	Voluntary and Community Sector	Statutory Sector
Full Day	£300.00	£430.00	£375.00	£500.00
Half Day	£160.00	£220.00	£190.00	£260.00
The SOUL Record with CD resource only	£550.00	*not available	£600.00	*not available
The SOUL Record with full pack and CD resource	£1150.00	£1250.00	£1200.00	£1325.00

*Due to licensing restrictions these options are only available to voluntary and community sector organisations.

Travel costs will be added to the final invoice.

Voluntary and Community Action

Bossard House · West Street · Leighton Buzzard · Bedfordshire · LU7 1DA

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Registered Name: Voluntary and Community Action South Bedfordshire

Charity Registration No.1108879. Company limited by guarantee. Registered in England No. 5386570. Registered Office as above. September 2009



ORGANISATION BOOKING FORM

Before you complete and return this booking form it is necessary that you first contact the training team to discuss the availability of dates.

Name of Organisation:

Contact Name: Position:

Member of Voluntary and Community Action South Bedfordshire? Yes / No

Postal Address:

.....

Post Code:

Telephone No:

email:

Training Title:

Day and Date of training:

Start Time: Finish Time:

Venue for training (if different from above):

.....

Number of participants expected: (these can be confirmed nearer the time)

Please note that on some of the workshops there is a maximum number of places.

Please tell us if there are any topics or points that you specifically want to be covered or included in this training?

.....
.....

Do you have any of the following items available for the trainer to use? (*circle if available*)

television/video player white walls or screen (for visual presentations)

tables and chairs flip chart stand

Please could you advise us of any participants special needs that we should take in to account.
e.g. large print handouts, disabilities that would restrict participants in practical demonstrations

.....

Signed: Date:

We will confirm your bespoke training on receipt of this booking form.



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