



navca

local focus national voice

SPRING – SUMMER LEARNING PROGRAMME

April – August 2010

SKiLD

Training for people who give practical support to third sector groups



www.improvingsupport.org.uk

Your gateway to third sector support, information and resources.



Welcome to SKILD's Spring – Summer 2010 learning programme

These courses are designed for development workers who give practical support to local voluntary organisations and community groups. They will give:

- knowledge: up to date information about relevant topics
- skills: how to effectively engage with groups and organisations

We run our core programme in a number of regional centres. If the locations listed are not convenient, we may be able to offer our courses locally. Please see page 2 for more information or contact us on **0114 278 6636** or email **skild@navca.org.uk** for more details.

NAVCA's SKILD programme is funded by **Capacitybuilders**. The Diversity – Making it Real, Equality Impact Assessments, and Human Rights and Equalities training is delivered in partnership with the **National Equality Partnership**; Liberating Leadership is delivered in partnership with **Community Sector Coalition (CSC)**; and the Supporting Groups with their ICT training is delivered in partnership with the **ICT Champions** workstream.

See pages 7 and 8 for details of training from workstreams funded by **Capacitybuilders' National Support Services programme**.

Calendar of events

		<i>location</i>	<i>page</i>
April			
22	Being a development worker	London	2
26-27	Liberating leadership	Manchester	5
May			
4	Facilitation skills	Birmingham	4
10-11	Liberating leadership	Newcastle	5
17	Diversity – making it real	Reading	6
24	Supporting groups with their ICT	London	5
June			
3	Tools for development work	Manchester	3
21	Diversity – making it real	Taunton	6
22	Negotiation skills	Taunton	4
24-25	Liberating leadership	Birmingham	5
30	Facilitation skills	London	4
July			
6	Being a development worker	Birmingham	2
12-13	Liberating leadership	Nottingham	5
13	Project management	London	5
20	From development worker to manager	Peterborough	3
August			
3	Assertiveness for development workers	Manchester	4
10	Tools for development work	London	3
16	Equality Impact Assessments	Reading	6
24	Supporting groups with their ICT	York	5
September			
7	Human rights and equality	London	6
13	Negotiation skills	Manchester	4
20-21	Liberating leadership	Exeter	5
27	New perspectives for experienced development workers	York	3



SKiLD booking form April – August 2010

Name

Job title

Organisation name

Address

Course title(s)

location(s)

date(s)

Dietary requirements

Additional support requirements If you would prefer to discuss your requirements with someone please contact us on 0114 278 6636 or events@navca.org.uk.

Cost and payments: £49 (inclusive of VAT) for all organisations

I enclose a cheque made payable to NAVCA for £

For BACS payment

Account: NAVCA Bank: Unity Trust Bank Sort code: 08 60 01

Account number: 20071624

Invoice

Please invoice for £ Purchase order number

Conditions of booking:

- Bookings cancelled with more than five working days' notice: the course fee will be refunded to the organisation.
- Bookings cancelled with less than five days' notice: the organisation will be refunded 70% of the cost.
- Bookings cancelled on the day or non-attendance: no refund will be given.
- SKiLD is happy to substitute a delegate within the organisation at no extra fee, to allow for emergencies such as sickness etc.
- Please send in a revised booking form as confirmation of attendance.

Please fill in the booking form and initial assessment (found overleaf) and post it to SKiLD bookings, NAVCA, The Tower, 2 Furnival Square, Sheffield. S1 4QL, or book at www.skild.org.uk/training

If you have any questions, please contact us on 0114 278 6636.

How did you hear of SKiLD and our training?



Initial assessment form

Please complete a separate form for every course you book onto

To help us ensure that we meet your learning and development needs, we would appreciate you spending just a few minutes to tell us what you hope to gain from the learning event.

Your name:

Job title:

Course title:

Date:

Please refer to the learning programme for the specific aims and objectives of the event.

1. What **three** things do you hope to know or be able to do as a result of attending the learning event?

2. What impact do you think the event will have on your performance and the service you deliver for your organisation?

Who is SKiLD training for?

SKiLD is designed for development workers who give practical support to voluntary organisations and community groups. This might include offering general development support to groups, or specialist help such as funding advice or training.

You may be working for:

- a local support and development organisation
- a funding support organisation
- a local area partnership
- a public or private sector organisation such as a local government department or a social enterprise.

Development workers need to have a range of personal skills and abilities that enable them to understand the issues, develop and maintain relationships, deliver a wide range of services and keep up to date with the ever-changing context in which the third sector operates.

SKiLD offers a progression of courses that are designed to help development workers who are new to this area of work through to more experienced development workers who want to develop new skills or widen the scope of their work.

Local delivery

SKiLD is able to deliver its courses locally to development workers where a local organisation has identified a need. SKiLD will provide a trainer, pay venue and refreshment costs, undertake the bookings administration where necessary and promote the course throughout its networks to fill any remaining places.

The advantages of this are:

- having the course delivered locally at the special rate of £49 per person inclusive of VAT up to the course maximum of 15 places
- savings on travel costs and time.

The booking organisation will be responsible for:

- guaranteeing payment of ten places
- promoting the course locally
- identifying a suitable training venue and organising refreshments (cost for venue and refreshments will be reimbursed).

Local delivery of SKiLD training is a good opportunity to bring the resources of SKiLD and NAVCA to your area.

COURSES

Being a development worker

22 April 2010

London

6 July 2010

Birmingham

For people who are new to supporting groups, or revisiting the job after time away.

The topics covered will include how to:

- define the difference between community and development work
- identify the personal and professional qualities of a development worker
- access the SKiLD competency framework to evaluate your personal skills
- effectively communicate with groups and organisations to establish roles, responsibilities and boundaries and understand what activities a development worker would undertake with them
- evaluate the impact of ethical dilemmas development workers may encounter in their work
- access the support and resources available to development workers.

SKiLD offers a progression of courses that are designed to help development workers who are new to this area of work through to more experienced development workers who want to develop new skills or widen the scope of their work.

Tools for development work

3 June 2010

Manchester

10 August 2010

London

For people who've been supporting groups for a while, and want some new ideas and techniques.

This day will introduce:

- practical tools about common issues, to use with groups
- creative techniques for working with groups.

The topics covered will include:

- how to use tools with groups or organisations for analysis, planning, prioritising and decision making
- the advantages and disadvantages of using tools with groups and organisations
- how to work with groups and some of the issues that you may have to deal with when working with them over a period of time, including helping them deal with change, avoiding over reliance on you and exit strategies

At the end of the day you will have a stock of tools that are ready to use or to be adapted.

New perspectives for experienced development workers

27 September 2010

York

This course will be shaped by those attending and will give you a chance to reflect on your roles, experience and expectations for your continuing professional development.

It will help you to:

- affirm your good practice
- challenge entrenched perceptions
- explore new opportunities
- tackle the challenges of your development work role.

The agenda will be set by those attending but some of the subjects that could be covered include:

- what is a new perspective for development work?
- helping groups reflect on their values
- more tools to support development working
- dealing with change
- handling difficult situations and difficult people
- recognising achievement
- smart working
- keeping it all in perspective!

From development worker to manager

20 July 2010

Peterborough

If you are in the early stages of managing others or considering becoming a manager, this one-day course is for you. You will have the opportunity to explore management issues including balancing life and work, assertiveness, managing conflict, teams and being part of a team and setting goals for your future.

By the end of the course you will have:

- surveyed the key features of management and commented on their value
- explained the key features and implications of staff and volunteer motivation
- fully explained examples of effective delegation
- a broad description of what a team is and the roles people take in them
- been given a concise account of the common management challenges ahead, omitting minor details but emphasising good practice
- considered how to make the transition from development work to manager
- set out your personal development plan to becoming a manager and explaining the key stages involved.

Negotiation skills

22 June 2010

Taunton

13 September 2010

Manchester

This course will provide strategies to help you persuade and influence people with confidence, and includes:

- understanding the principles of effective negotiation
- finding win-win solutions for effective working relationships
- discovering your negotiation style
- dealing with difficult situations and people.

Other NAVCA training

NAVCA has several other programmes that have training courses relevant to development workers including:

- Empowering the Voluntary Sector
- Children's Workforce Development Council (CWDC)
- Every Child Matters
- Improving Local Partnerships (ILP)
- Local Commissioning and Procurement Unit (LCPU)

To find out more about any of these programmes visit www.navca.org.uk or call 0114 278 6636.

Assertiveness skills for development workers

3 August 2010

Manchester

Participants will:

- discover what assertiveness is, and what it is not
- learn the differences between non-assertive, assertive and aggressive behaviour
- learn about the beliefs which drive our behaviour
- discover the three factors necessary to develop consistent assertive behaviour
- consider their assertive rights and responsibilities
- learn to use empowering language
- learn the importance of developing their sense of self-esteem.

Throughout the day, participants will be invited to share their own experiences with the group. Delivery will be a mix of experiential, reflective and theoretical input.

Facilitation skills

4 May 2010

Birmingham

30 June 2010

London

The course is aimed at people who are facilitating workshops, conferences and consultation events and meetings. It will be packed with hints and tips on maximising your facilitation performance and will give you the opportunity to develop your own style. The event will benefit anyone working with groups of people in formal or informal settings.

The course will:

- explore the theory and practice of good facilitation
- develop listening skills and techniques to deal with challenging participants
- prepare questions for facilitation
- explore methods of recording discussions
- consider tools and techniques to support the facilitation process.

SKILD**bites** is a six-weekly e-bulletin to individuals carrying out development work. It provides up to date information on SKILD activities and training opportunities, as well as news from the national support services on their activities and initiatives.

To receive your copy please send an email to skildbites@navca.org.uk. Include your name, job title, organisation, address, telephone and email details.

Project management

13 July 2010

London

This course is ideal for those who are new to project management, aspire to project management, or have been managing projects for a short while but want to check that they have all the key building blocks in place. The day will cover the basic principles plus provide some handy tips that can be applied to a variety of projects, large and small. The group will have an opportunity to discuss and unpack the various stages of project management, starting with an overview of a successful project and ending by drawing up personal action plans.

This course aims to develop skills and knowledge for managing projects and assisting staff of voluntary organisations and community groups in developing those same skills. The course will also help you to:

- gain clarity on the purpose and scope of any project
- understand and apply the planning process including setting clear objectives, targets and measurable standards
- identify and select appropriate project planning tools for individual projects
- use techniques for managing time, people and activities effectively.

Supporting groups with their ICT

24 May 2010

London

24 August 2010

York

Some development workers may not be confident to support groups with their ICT, and may not have detailed technical skills or knowledge. However, it is useful to be able to offer relevant advice and provide signposts to useful resources.

This workshop is aimed at development workers in local support and development organisations and covers the importance of these areas together with practical case studies, resource materials and free or low cost web services and help to equip development workers with information, skills and knowledge.

Learning outcomes include:

- understanding why technology is important for small organisations
- feeling more confident in responding to their technology questions
- being able to advise frontline groups on planning and costing for efficient use of technology
- being able to signpost frontline groups to free and low cost resources which make their aims more effective.

Run in partnership with the ICT Champions workstream

Liberating leadership

This is a day and half residential with an optional one-day support session

26 & 27 April 2010

Manchester

10 & 11 May 2010

Newcastle

24 & 25 June 2010

Birmingham

12 & 13 July 2010

Nottingham

20 & 21 September 2010

Exeter

The Liberating Leadership training is designed for development workers to enable them to help people recognise their role as leaders in their community and to develop confidence, skills and knowledge.

It will introduce development workers to the concepts in the new model and the practical tools that they can use to liberate the leadership in the groups they work with.

Participants will be provided with the Liberating Leadership toolkit which relates to the particular aims and values of the community sector. Following the course, participants will be given access to the Liberating Leadership website which has resources and a forum for ongoing support.

Price: £99 for third sector organisations, £199 for commercial/statutory sector

Cost includes: Accommodation and meals at venue and attendance at the follow up day.

Run in partnership with Community Sector Coalition

Diversity – making it real

17 May 2010

Reading

21 June 2010

Taunton

Diversity affects you in all aspects of your everyday and working life. It acknowledges that you live in a society with people of differing race and ethnicity, gender, sexual orientation, age, religion, belief and disability.

Working with organisations made up of individuals and communities from diverse backgrounds and experiences you will face challenges, not just in communicating and identifying needs, but in finding the right way to empower and enable people to improve their lives.

This introductory course will help you:

- develop the knowledge and skills you need to understand diversity and tackle inequality in the groups you work with
- look at the similarities and differences between equal opportunities and diversity
- introduce you to UK legislation on diversity
- provide you with practical strategies to address diversity issues in the groups you support.

Run in partnership with the National Equality Partnership

Equality impact assessments

16 August 2010

Reading

- Are you or your organisation looking to develop or deliver new projects?
- Do you support groups to develop new projects?

If so, have you considered how you will assess the impact your project may have on groups and the possibility of discriminatory practices?

Equality impact assessments (EQIAs) are practical tools that allow you, and the groups you support, to identify any negative impact a policy, function, existing or proposed service might have on particular groups, communities or public body staff. EQIAs also offer a more proactive approach to the promotion of equality.

This course on EQIAs will:

- provide you with an update on expected legislative developments as well as revisiting existing statutory requirements
- explain the methodology, purpose and benefits of EQIAs and explain to you when they need to be carried out
- provide you with the tools and understanding to help you undertake an EQIA with voluntary and community groups you are supporting.

Run in partnership with the National Equality Partnership

Human rights and equalities

7 September 2010

London

Do you work with:

- groups that work specifically with individuals?
- people from diverse backgrounds and experiences?
- groups to enable them to improve the lives of the people they support?

As a development worker you will probably work with one or more of the groups described above but may never have considered how human rights and equalities affect the work that you do.

Human rights and equalities are essential to your work. It means that you can identify and understand discrimination and oppression but also develop practical strategies to challenge discriminatory practices and promote social justice.

By attending this course you will:

- understand how Public Sector Duties can be used to enable the individuals and groups that you work with to take positive action in challenging inequality and prejudice
- understand how human rights relate to equality and diversity
- understand the core principles, standards and features of human rights and how rights 'work'.

Run in partnership with the National Equality Partnership

Improving Support

Funded by Capacitybuilders, the Improving Support website provides a gateway to the widest range of tools, information and support, creating an easily accessible community for the exchange of resources ideas, advice and learning.

An Improving Support magazine and regular e-bulletins also help you to stay informed and share learning on a range of issues relevant to your work as a support provider.

Capacitybuilders has two national programmes; each area under these programmes is referred to as a 'workstream'. **SKILD** leads the General Support workstream and works in partnership with the other workstreams which include:

- Campaigning and Advocacy
- Marketing and Communications
- Equalities and Diversity
- Income Generation
- Leadership and Governance
- ICT
- Modernising Volunteering
- National Performance Programme
- Collaboration Benefits
- Responding to Social Change

Visit www.improvingsupport.org.uk/about to find out more.

National Performance Programme training courses

The National Performance Programme (NPP) at Charities Evaluation Services (CES) has trained over 600 support providers across England, helping them increase their knowledge and confidence in performance management. Designed for local support and development organisations, courses combine an introduction to performance management concepts with practical ideas to develop your facilitation skills.

In 2010 the NPP will be offering a more flexible approach to their training, with free taster workshops and in-house training.

The Introducing Performance for Support Providers course will be offered as free half-day workshops throughout England, to help you consider different approaches to performance management and when they might be appropriate for the groups you support.

If you can't make the training dates or locations below, or you would prefer the trainers to come to you, the NPP also offer their quality, strategic planning, monitoring and evaluation and benchmarking courses in-house.

Quality: supporting groups

Help your groups choose the right quality system and support them as they implement it.

15 June 2010

21 September 2010

Manchester

Sheffield

Quality is a measure of how far a service satisfies the expectations of its stakeholders. The groups you support will want to manage quality in a comprehensive and systematic way in order to consistently provide high quality services. This course introduces and compares different quality systems, enabling you to help groups choose the right approach and support them as they implement it.

To book your place, please contact Peter Norgate on **020 7078 9394** or peter@ces-vol.org.uk, or download a booking form from:

www.performancemanagement.org.uk

Run by the National Performance Programme at CES

"An invaluable piece of planning to all Development Workers."

Quality: supporting groups participant, Bristol

Strategic planning: supporting groups

Help your groups to become more effective and efficient by clarifying their purpose and developing a plan to achieve it.

22-23 June 2010

Sheffield

28-29 September 2010

Birmingham

Strategic planning helps your groups to clarify their purpose and develop a plan to make it happen. It enables them to become more effective and efficient and to demonstrate their value to funders and others. This course guides you through preparing groups for strategic planning, helping them work out their options, making decisions and writing their plan.

To book your place, please contact Peter Norgate on **020 7078 9394** or **peter@ces-vol.org.uk**, or download a booking form from:

www.performancemanagement.org.uk

Run by the National Performance Programme at CES

“Great course, good introduction to strategic planning and practical solutions for working effectively with groups.”

Strategic planning: supporting groups participant, Birmingham

Monitoring and evaluation: supporting groups

Explain and help set up monitoring and evaluation systems enabling your groups to learn, develop and demonstrate their value.

25 May 2010

Birmingham

15 July 2010

London

Monitoring is the regular and planned collection of information, and evaluation is comparing this information against intended outcomes. A monitoring and evaluation system enables your groups to learn, develop and demonstrate their value to funders and others. This course will enable you to explain and set up processes with groups to help them do this.

To book your place, please contact Peter Norgate on **020 7078 9394** or **peter@ces-vol.org.uk**, or download a booking form from:

www.performancemanagement.org.uk

Run by the National Performance Programme at CES

“This course was very informative and has definitely built up my skills to be able to support the groups I work with.”

Monitoring and evaluation: supporting groups participant, Birmingham

Coming soon to SKILD...

New communication using social media for local support and development and volunteering organisations

Do you want to find new ways to communicate with the groups and organisations you work with?

Have you heard the term ‘social media’ or read about Facebook and Twitter but not known how they could apply to your work?

Social media can be used to strengthen how organisations reach volunteers or help them to campaign more effectively. This is something many local support providers and volunteering organisations do not realise, potentially missing out on how it can support the development of volunteer-led projects and groups.

The ICT Champions, in partnership with the Modernising Volunteering workstream, will be running workshops in all regions between May and November which, in addition to explaining the types of social media available, will enable you to place these tools in the context of your own organisation and, through a practical social media surgery session, will give you the confidence to continue using them.

Details will be released in SKILD bites and on **www.skild.org.uk/training** shortly, however as demand is likely to be high, please register your interest now by emailing **skild@navca.org.uk** (**reference: NewComms**). Price £35 per person.



NAVCA is the national voice of local support and development organisations in England. We champion and strengthen voluntary and community action by supporting our members in their work with over 160,000 local charities and community groups. NAVCA believes that voluntary and community action is vital for vibrant and caring communities.

We provide our members with networking opportunities, specialist advice, support, policy information and training. NAVCA is a vital bridge between local groups and national government.

Our specialist teams take a lead on the issues that matter most to local support and development organisations. We influence national and local government policy to strengthen local voluntary and community action.

“Training is practical and relevant, down to earth and real” SKILD learner

SKILD’s overall aim is to equip development workers with the skills and knowledge they need to give relevant and high quality support to local third sector groups.

We do this through training courses, workshops, networks, online resources and other learning activities.

SKILD

NAVCA
The Tower
2 Furnival Square
Sheffield S1 4QL

Tel 0114 278 6636
Fax 0114 278 7004
Textphone 0114 278 7025
Email skild@navca.org.uk
www.skild.org.uk

Registered charity no. 1001635
Company limited by guarantee
Registered in England no. 2575206
Registered office as above

This publication can be provided in alternative formats. Please contact NAVCA for further information.

