

SKiLD

Skills and Knowledge for Local Development

summer learning programme

April – August 2009



navca

local focus national voice

FUNDED



ChangeUp

Booking form SKILD summer 2009

Name

Job title

Does your job involve directly supporting voluntary, community or social enterprise organisations? Yes No

Organisation name

Third sector Statutory sector Private sector

Address

Postcode

Tel

Email

Mobile

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 payment: All prices are inclusive of VAT

£49 third sector organisations

£79 statutory sector organisations

£99 private sector

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

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 any emergencies such as sickness etc.
- Please send in a revised booking form as confirmation of this alteration.

Please fill in the booking form and post it to SKILD Bookings, NAVCA, The Tower, 2 Furnival Square, Sheffield S1 4QL.

Or you can book at www.skild.org.uk

If you've got any questions, please give us a ring on 0114 278 6636.

This information will be used by SKILD and partner training providers to administer courses and your booking, and to keep you informed about their work.

Welcome to SKiLD's summer 2009 learning programme

These one-day courses are designed for people who give hands-on support to third sector groups. They will give

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

SKiLD is a project of NAVCA and is funded by Capacitybuilders to deliver a core learning programme specifically for people giving hands-on support to frontline third sector organisations. The equality, diversity and human rights training is funded by the National Equality Partnership.

We run our core programme in four regional centres, (London, Birmingham, York and Manchester). If the dates or locations listed are not convenient, we may be able to offer our courses locally, if you can get a group of between eight and 15 participants.

Please contact us for more details.

See pages 10 and 11 for details of training from **national support services**.

Calendar SKiLD programme

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June

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Who is SKiLD training for?

SKiLD is designed for people who do development work and whose job involves giving hands-on support to voluntary and community groups. Work might be offering general development support to groups, or specialist help such as funding advice or training. We use the term development worker as a catch-all for people who give hands-on support to groups.

Possible job titles for your post include:

- Small Groups Adviser
- Development Officer
- Volunteer Development Worker
- Training Officer
- Funding Advice Worker
- Social Enterprise Adviser
- Field worker
- Legal consultant.

You may be working for:

- A CVS or Voluntary Action
- Funding support organisation
- 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.

SKiLDbites

SKiLDbites is a six-weekly ebulletin 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 email skildbites@navca.org.uk

Include your name, job title, organisation, address, telephone and email details.

The Sum

Being a development worker

23 June Manchester

23 July 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.

mer programme

Tools for development work

2 June York
6 July 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

11 August London

To provide development workers who have been in post for some time with new perspectives and ideas to continue their professional development both from the course materials and through peer support and input.

The sessions will include

- peer support
- avoiding burn-out
- the skill of being managed
- causes not symptoms: dealing with unhealthy groups or organisations
- professional development
- what's it like for the group?
- breaking the referral circle
- knowledge of resources.

From development work to management

1 July York

Working with groups, but wondering what it would be like to move into management?

The topics covered will include

- the skills you need to be a good manager
- management in the third sector
- teams, and being part of a team
- the tricky things that managers have to do.

“A good day that helped me focus ideas and affirmed my determination to move up the career ladder”

SKILL learner

Diversity – making it real

8 April York
29 July Birmingham

Equality and diversity are an integral part of development work, together with meeting the legal duties of voluntary organisations and community groups under equality legislation. They are also heavily linked with the value of social justice and human rights that underpins the work.

This introductory session will help to develop the personal knowledge and skills of development workers to help tackle inequality and discrimination within their own organisation, and the organisations they support.

It will

- explore discrimination and oppression, and promote social justice
- look at the differences and similarities between equal opportunities and diversity
- introduce UK legislation on diversity
- provide practical strategies to put things into action.

Run in partnership with the National Equality Partnership

Human rights and equalities

15 June Birmingham

This course is designed to raise awareness of human rights ideas, principles and standards and how they relate to equality. It focuses on the human rights act and how it provides a practical tool for tackling inequality and disadvantage.

Participants should be able to:

- understand the core principles, standards and features of human rights and how rights ‘work’
- understand how human rights relate to equality and diversity
- explain the key purpose and features of the international human rights framework and the human rights act
- understand how the human rights act can be used as a practical tool to tackle inequality
- explain how human rights apply to their work, organisation and the organisations and groups they support.

A good level of knowledge about equalities is assumed, but no prior knowledge of human rights is required.

Run in partnership with the National Equality Partnership & the British Institute for Human Rights

Equality impact assessments

14 July Manchester

Equality impact assessments (EQIAs) are a tool for finding out the potential impact of a policy, function or service (or one which is proposed). They try to ensure that as far as possible any negative consequences for a particular group, sector of the community or staff of the public body are identified and eliminated or minimised.

This course will

- explain when EQIAs need to be carried out
- the methodology, purpose and benefits
- how they promote a more proactive approach to the promotion of equality
- provide the tools and understanding to help development workers help voluntary community groups to undertake an EQIA
- look at the benefits of using EQIAs to help bring organisations into the mainstream.

Run in partnership with the National Equality Partnership

Facilitation skills

6 August London

This course builds on the *Skills for development work* course. It will give ideas on how to improve your group facilitation skills and encourage creative thinking, including

- how to deal with challenging people
- setting and agreeing aims and objectives
- an introduction to group dynamics
- capturing information, discussions and decisions.

Negotiation skills

22 April Birmingham

This course will give you 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.

Assertiveness skills for development workers

9 June London

Saying no, setting boundaries, recognising how you react under stress, dealing with challenging situations and having more options to choose from.

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 own 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.

You've been framed

The **SKILD** framework at www.skild.org.uk is the place where people who support groups can assess their skills and find out about relevant resources.

SKILD courses link directly to the **SKILD** framework and learning from a course can provide you with evidence of your continuing professional development.

You can

- fill in self-assessment questionnaires that relate directly to your job
- record evidence about your own particular abilities
- create action plans about how to increase your skills and knowledge
- print off a personal skills profile to take to supervision or appraisal
- invite your manager or colleague to assess you, and compare results.

It has a resources database to find information to support your work with groups. And there's a career pathways section that highlights the past experiences and career paths of people who support groups. It has a full report covering relevant qualifications and the implications for career progression in more detail.

Have a go now at www.skild.org.uk

Coaching for development workers

13 May London

A chance to learn – or build on – work-based coaching skills, this day is for development workers wanting to support the learning of others in a genuinely empowering way. It includes

- neuro linguistic programming techniques to build rapport
- what makes a question really powerful
- learning to challenge 'limiting language'
- being clear about achievements.

“Very useful for personal and professional development”

SKILD learner

Options for premises

18 May Manchester

A practical day for development workers supporting groups that have premises, or are thinking of getting premises. It will include

- how to provide information on – and explain the different options for – buying or renting premises
- identifying criteria for suitable premises
- helping groups think about building and location access issues
- raising awareness of the full range of legal requirements involved in occupying a community building.

“A good informal atmosphere – I learnt a lot about development work and the development worker’s role – I really enjoyed the day”

SKILD learner

Action learning – an introduction

29 April York

Heard of action learning sets, but never quite sure what they actually are? Get a taste of action learning (working on your own issues), and see how it can help the groups you support to learn together.

The session also covers

- the history and key principles of action learning
- different models
- the sorts of situations with groups where action learning would be best used
- how action learning can support you and your own learning.

“A very good course. I will recommend it to my colleagues”

SKILD learner



The Get Skilled workbook

Get Skilled! describes a simple process to identify and clarify the learning and development needs of small and medium sized groups and organisations. It has logical worksheets and instructions which should make the process organised and straightforward.

Why should an organisation have a learning and development strategy at all?

Training and learning for the third sector has often been haphazard, erratic and constrained by budgets and pressure of work. Funders' and users' expectations are rising, staff turnover is high, and recruitment may be a problem.

Skills shortages can constrain performance. Many organisations include training as part of their business plan, but only a limited number actually take up formal accreditation.

People are critical to an organisation's success. Skills development and other support are essential if people are to achieve what an organisation asks of them. Learning and development should form the core of any strategy. When organisations don't apply learning and development based on a clear understanding of the people they rely on, or don't integrate it properly into other key strategies and processes, then their ability to be effective is compromised.

To get your copy:

Get Skilled! can be downloaded from the **SKILD** website, www.skild.org.uk, or contact the learning and development team on 0114 289 3970.

National Support Services

With funding from Capacitybuilders' National Support Services programme, nine national workstreams are addressing key areas of support for third sector support providers to help them meet the needs of frontline organisations. **SKILD** works in partnership with the nine workstreams:

- campaigning and advocacy
- marketing and communications
- equalities and diversity
- income generation
- leadership and governance
- modernising volunteering
- performance management
- collaborative working
- responding to social change.

To find out more about the workstreams, including the training and events they offer, visit www.improvingsupport.org.uk.

About Improving Support

Improving Support is an initiative to bring together practical resources and learning to strengthen support services for third sector organisations.

The priority objectives of Improving Support are to promote and publish the resource and learning outputs of funding aiming to improve support; and to help to join up organisations and their activities.

An Improving Support website, magazine and e-bulletin are three key communication channels working to deliver the objectives of the Improving Support initiative.

The Improving Support initiative is led by Capacitybuilders; but it is a resource to be shared by the sector. To ensure its longevity as a valuable ongoing resource for the sector, the website is designed to be fully transferrable to an alternative host should this be required in the future.

Visit www.improvingsupport.org.uk

national

Introducing performance for support providers

1 April	Manchester
4 June	Leeds
11 June	Taunton
18 June	Cambridge

Managing performance is making sure an organisation is doing the right things, and doing them better. There are many tools and methods your groups can use to do this, but we focus on monitoring and evaluation, quality, strategic planning and benchmarking. This course introduces each approach, encouraging you to consider when they might be appropriate for the organisations you support.

national performance programme at CES

"The course has reinforced my confidence in supporting groups and provided me with some useful tools and resources"

Intro course participant

The following courses are being provided by the national performance programme at Charities Evaluation Services (CES).

To book a place on any of the following four courses, please contact Peter Norgate on 020 7078 9394 or peter@ces-vol.org.uk, or download a booking form from www.performancemanagement.org.uk

You cannot book these courses with **SKILD or through the **SKILD** website.**

support services training

Quality: supporting groups

16 June Leeds
30 June Bristol
7 July Cambridge

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.

national performance programme at CES

"I found this course excellent. I learned a lot and feel so much more positive about the role and purpose of quality assurance"

Quality course participant

Strategic planning: supporting groups

20-21 April Manchester
9-10 June Cambridge
23-24 June Leeds
14-15 July Bristol

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.

national performance programme at CES

"I now feel confident to give one-to-one support on strategic planning as well as deliver training and construct course materials"

Strategic planning course participant

Monitoring and evaluation: supporting groups

2 July Leeds
9 July Taunton
16 July Cambridge

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.

national performance programme at CES

"It's given me a lot of confidence to support groups in the area of monitoring and evaluation, as well as masses of information to think about and use with groups"

Monitoring and evaluation course participant

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

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, the SKILD framework and other learning activities.

SKILD is a project of NAVCA and is for people working in any kind of infrastructure organisation: from CVS and Rural Community Councils through to black and minority ethnic development associations, community forums and local development trusts.

www.skild.org.uk

SKILD

NAVCA – National Association for Voluntary and Community Action
The Tower
2 Furnival Square
Sheffield S1 4QL
Tel: 0114 278 6636
Email: events@navca.org.uk



navca

local focus national voice

NAVCA is the national voice of local third sector infrastructure in England. We aim to ensure communities are well served by the local third sector by supporting our members and their work with over 160,000 local groups and organisations. NAVCA believes that local voluntary and community action is vital for healthy and inclusive communities.

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