

# SKILD

Skills and Knowledge for Local Development

Autumn to Spring learning programme

September 2009 – March 2010



[www.improvingsupport.org.uk/generalsupport](http://www.improvingsupport.org.uk/generalsupport)

Your gateway to third sector support, information and resources.



navca

local focus national voice

SKILD

# Welcome to SKILD's Winter 2009 – Spring 2010 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 project in a number of regional centres. If the 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.

Where we are running training locally there are often extra spaces which are available to be booked. Please see our website for details of these events.

We are also running a concentrated series of events in the South West during the week of 13 October 2009. If you are interested please see our website: [www.skild.org.uk](http://www.skild.org.uk)

See pages 10 and 11 for details of training from the workstreams funded by **Capacitybuilders' National Support Services programme.**

## Calendar SKILD programme

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<b>November</b>		
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26 Equality Impact Assessments	Birmingham	8
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1 Tools for development work	York	6
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<b>February</b>		
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16 Diversity – Making it real	Manchester	8
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9 Equality Impact Assessments	York	8
18 New perspectives for experienced development workers	Peterborough	6
30 Project management	Reading	7

# Booking form SKILD September 2009 – March 2010

<b>Name</b>	<b>Job title</b>
Does your job involve directly supporting voluntary, community or social enterprise organisations? <input type="checkbox"/> Yes <input type="checkbox"/> No	

<b>Organisation name</b>	
<b>Address</b>	
	<b>Postcode</b>
<b>Tel</b>	<b>Email</b>
<b>Mobile</b>	

<b>Course title(s)</b>	<b>location(s)</b>	<b>date(s)</b>
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<b>Dietary requirements</b>
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**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](mailto:events@navca.org.uk)

**Cost and payment: £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

## Conditions of booking:

- Bookings cancelled with more than 30 days' notice: the full course fee will be refunded to the organisation.
- Cancellations made within 30 days of the course date: must be in writing and are refundable minus a £15 admin fee.
- Non-attendance on the day: 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 initial assessment (found overleaf)** and post it to SKILD Bookings, NAVCA, The Tower, 2 Furnival Square, Sheffield S1 4QL.

Or you can book at [www.skild.org.uk](http://www.skild.org.uk)

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

**How did you hear of SKILD and our training?**

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.

# 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 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.

### 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 and more experienced development workers who want to develop new skills or widen the scope of their work.

## The SKILD framework

The SKILD framework 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. There's also a career pathways section that highlights the past experiences and career paths of people who support groups.

Visit [www.skildframework.org.uk](http://www.skildframework.org.uk) to access the framework and register for free.

## Being a new development worker

10 September 2009      Reading  
28 January 2010      York

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.

## Tools for development work

1 October 2009 Peterborough  
1 December 2009 York  
4 March 2010 Reading

For people who have 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

10 December 2009 Manchester  
18 March 2010 Peterborough

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 it is like for the group
- breaking the referral circle
- knowledge of resources.

## From development work to management

17 November 2009 Reading  
23 February 2010 Birmingham

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.

## Negotiation skills

2 October 2009 London

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.

## Local delivery

**SKILD** is able to deliver its courses locally to development workers where a local organisation has identified at least eight development workers who want a course. **SKILD** will provide a trainer, work with the local organisation to identify a venue and book refreshments, undertake the bookings administration and promote the course throughout its networks to fill any remaining places.

The advantages of this are:

- receiving the course delivered locally at no extra cost (£49 per person inclusive of VAT)
- savings on travel costs and time
- **SKILD** will pay venue and refreshment costs.

You will be responsible for:

- identifying at least eight people who want to attend the course
- guaranteeing payment of ten places whether used or not.

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

## Assertiveness skills for development workers

2 February 2010 Peterborough

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 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

21 January 2010 Manchester

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.

## Project management

28 September 2009 Manchester

30 March 2010 Reading

More and more development workers undertake project management – sometimes without knowing that's what it is called.

This introductory course covers:

- how to work out the project content and boundaries
- planning projects, including useful tools and techniques
- how to support the groups you work with to manage projects well.

## Diversity – making it real

8 October 2009      Leicester  
16 February 2010      Manchester

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

26 October 2009      York

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*

## Equality impact assessments

26 November 2009      Birmingham  
9 March 2010      York

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:

- provide an update on expected legislative developments as well as revisiting existing statutory requirements
- explain when EQIAs need to be carried out
- explain the methodology, purpose and benefits
- describe 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*

## Liberating leadership

This is a day and half residential with a one-day follow-up session 4-6 weeks later.

21-22 October (November date to be confirmed)

13-14 January (February date to be confirmed)

8-9 February (March date to be confirmed)

Birmingham

Liberating leadership is about challenging traditional ideas about leadership and supporting and building leadership in networks and neighbourhoods, street events and sports clubs, temples and tenants associations, festivals and fetes, music groups and mosques.

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 so that they:

- have stronger, collective voices
- challenge injustice
- achieve their aims
- play larger roles in how policies and programmes are delivered.

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 and access to the liberating leadership website which has resources and a forum for ongoing support.

The liberating leadership toolkit is based on a new model of leadership that has been designed especially for the Community Sector Coalition (CSC) and was developed because many of the existing approaches to leadership, both in academic literature and in leadership training, focus on individuals.

This new toolkit relates to the particular aims and values of the community sector and reflects needs of community groups and organisations.

**Price** £99 for third sector organisations  
£199 for commercial/statutory sector

**For more information and to book see:**  
**[www.navca.org.uk/liberatingleadership](http://www.navca.org.uk/liberatingleadership)**

*“I like the very practical tools that my groups will be able to understand too”*

Comments from previous course delegates

*Delivered in partnership with the Community Sector Coalition*

## NAVCA Annual Conference and AGM

5pm 15 September to 4pm 17 September 2009

The Imperial Hotel, Blackpool

### **Working with local government to empower local communities**

NAVCA Conference and AGM is the biggest event of the year for local infrastructure organisations – an unmissable event.

For more information visit

[www.navca.org.uk/events/annualconference](http://www.navca.org.uk/events/annualconference)

## 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)
- Sport and the third sector

To find out more visit [www.navca.org.uk](http://www.navca.org.uk) or call 0114 278 6636.

# Improving Support

Improving Support brings together practical resources and information for all those providing support to the third sector.

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.

**SKILD** works in partnership with:

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

Visit [www.improvingsupport.org.uk](http://www.improvingsupport.org.uk)

# Community Sector Trading project

The Community Sector Trading project is for development staff from support providers and staff from frontline organisations who are currently developing a social enterprise project.

## Autumn 2009

Residential:	5-6 October*
Session 1:	22 October
Session 2:	5 November
Session 3:	17 November
Session 4:	1 December
Final face-to face:	15 December

\*3pm – 3pm (24 hour residential) at the Royal Foundation of St Katharine, in London. Training sessions held online.

The initial 24-hour face-to-face residential will help us to get to know each other and become familiar with the technology we will be using.

A deposit of £100 will be payable from all participants on joining. This will be refundable on completion of the programme.

For more information and to apply, contact Vicki Papworth on 07525 236796 or [v.papworth@dta.org.uk](mailto:v.papworth@dta.org.uk)

*Run by the Income Generation workstream, led by ACEVO (Association of Chief Executives of Voluntary Organisations).*

# Introducing performance for support providers

*Consider different approaches to performance management to find those appropriate for the organisations you support.*

6 October	London
15 October	Birmingham
20 October	Newcastle

Managing performance is making sure an organisation is doing the right things, and doing them better. 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.

To book your place, please contact Peter Norgate on 020 7078 9394 or [peter@ces-vol.org.uk](mailto:peter@ces-vol.org.uk), or download a booking form from: [www.performancemanagement.org.uk](http://www.performancemanagement.org.uk)

*Run by the National Performance Management Programme, led by Charities Evaluation Services (CES)*

***“An excellent introduction to strategic planning, quality and outcomes.”***

Introducing performance participant, Leicester

## Quality: supporting groups

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

13 October	London
10 November	Newcastle
20 November	Birmingham

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](mailto:peter@ces-vol.org.uk), or download a booking form from: [www.performancemanagement.org.uk](http://www.performancemanagement.org.uk)

*Run by the National Performance Management Programme, led by CES*

***“I would recommend this course to anybody planning to support groups with guidance on quality.”***

Quality course participant, Manchester

## Strategic planning: supporting groups

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

21-22 October	Birmingham
4-5 November	Newcastle
18-19 November	London

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](mailto:peter@ces-vol.org.uk), or download a booking form from: [www.performancemanagement.org.uk](http://www.performancemanagement.org.uk)

*Run by the National Performance Management Programme, led by CES*

***“This course will allow me to confidently support other organisations.”***

Strategic planning participant, Cambridge

## Monitoring and evaluation: supporting groups

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

3 November	London
12 November	Birmingham
24 November	Newcastle

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](mailto:peter@ces-vol.org.uk), or download a booking form from: [www.performancemanagement.org.uk](http://www.performancemanagement.org.uk)

*Run by the National Performance Management Programme, led by CES*

***“Great balance of theory, practical examples, activities and exercises.”***

Introducing performance participant, Leicester

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](http://www.skild.org.uk)

[www.skildframework.org.uk](http://www.skildframework.org.uk)

[www.improvingsupport.org.uk](http://www.improvingsupport.org.uk)



[www.improvingsupport.org.uk/generalsupport](http://www.improvingsupport.org.uk/generalsupport)

Your gateway to third sector support, information and resources.



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](mailto: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.

Registered charity no 1001635

Company limited by guarantee

Registered in England no 2575206

Registered office as above

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