

2011/12

# Skills Field

Training for people who give practical support to voluntary and community sector groups

## Welcome to Skild's 2011-12 learning programme

These courses are designed for development workers, community organisers and community development workers who give practical support to local voluntary organisations and community groups. They 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](mailto:skild@navca.org.uk).

### COMING SOON...

We will be adding some new courses during the year – so keep an eye on your email inbox. Courses in the pipeline are:

- Coaching skills and models for development work
- What makes a good tender?
- Specialist courses for development workers working with children and young people

## Calendar of events

	<i>location</i>	<i>page</i>	<i>location</i>	<i>page</i>
<b>May</b>				
11	Negotiation skills	Birmingham	5	
19	Personalisation health check training for development workers	London	8	
25	Being a development worker	Sheffield	4	
31	Diversity – making it real	Manchester	6	
<b>June</b>				
8	Facilitation skills	Birmingham	6	
14	The changing role of funding advisers	Manchester	8	
21	Project management	Birmingham	4	
30	Facilitating mergers: toolkit and training for development workers	Sheffield	8	
<b>July</b>				
6	Communication using social media	Birmingham	7	
14	Personalisation health check training for development workers	Manchester	8	
21	Tools for engaging with community groups & voluntary organisations	Sheffield	4	
<b>August</b>				
5	Assertiveness skills for development workers	Manchester	5	
17	Equality impact assessments	Sheffield	6	
<b>September</b>				
8	Human rights	Sheffield	7	
14	From development worker to manager	Birmingham	5	
21	New perspectives for experienced development workers	Sheffield	7	
29	Negotiation skills	Manchester	5	
<b>October</b>				
4	The changing role of funding advisers	Birmingham	8	
13	Project management	London	4	
18	Personalisation health check training for development workers	Birmingham	8	
27	Facilitating mergers: toolkit and training for development workers	Manchester	8	
<b>November</b>				
1	Facilitation skills	Manchester	6	
17	Communication using social media	Sheffield	7	
30	Being a development worker	London	4	
<b>December</b>				
7	Tools for engaging with community groups & voluntary organisations	London	4	
16	Diversity – making it real	Birmingham	6	
<b>January 2012</b>				
12	Negotiation skills	Sheffield	5	
18	Facilitating mergers: toolkit and training for development workers	London	8	
24	Equality impact assessments	Birmingham	6	
<b>February 2012</b>				
9	Project management	Sheffield	4	
21	Assertiveness skills for development workers	Birmingham	5	
29	Facilitation skills	London	6	
<b>March 2012</b>				
6	Personalisation health check training for development workers	Sheffield	8	
14	New perspectives for experienced development workers	London	7	
22	Tools for engaging with community groups & voluntary organisations	Manchester	4	
27	From development worker to manager	Sheffield	5	

## Skild booking form 2011-12

Name  
Job title

Organisation name

Address

Tel

Email

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](mailto:events@navca.org.uk).

You can download this form from [www.skild.org.uk/training](http://www.skild.org.uk/training)

**Courses will not run with less than 10 participants, so please book your place early to avoid disappointment.**

### Cost and payments:

Except where otherwise mentioned in the brochure courses are:

NAVCA member: £76 (excluding VAT)

Non-member voluntary sector: £91 (excluding VAT)

Other: £126 (excluding VAT)

I enclose a cheque made payable to NAVCA for £ .....

Please debit my  Mastercard  Visa  Delta  Maestro  Electron

Card no.....Maestro issue no.....

Valid from..... Expiry date .....

Signature .....

CSV number (last 3 digits on signature strip).....

### Conditions of booking:

Please let us know as soon as possible in writing if you cannot attend. If someone is attending in your place, please complete a booking form to inform us of this; we cannot accept telephone cancellations or amendments. Changes to an existing booking, or bookings made on the day of a course, may incur a £10 administration fee.

For cancellations made more than 21 days before a course there will be no charge; between 21 and 14 days before the course, there is a 50% charge; and for less than 14 days' notice the fee will be 100%.

Unfilled places cannot be refunded. Bookings made and cancelled within 21 days of the start of the course will be charged at the relevant course fee. To receive a refund please write to us by email, fax or letter.

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

How did you hear of Skild and our training?

*This information will be used by Skild to administer courses and your booking, and to keep you informed about their work.*

continued overleaf...



## 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 (Skills and Knowledge in Local Development) is designed to help you in your development role in providing support to voluntary organisations and community groups. This can include helping them with their general development and growth or providing specialist advice and training. This role can include community organisers and community development workers, as well as development workers and a wide range of other staff who may be working for:

- local support and development organisations
- funding support organisations
- local area partnerships
- public or private sector organisation such as a local government department or social enterprises.

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 voluntary and community 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.

In all courses, development workers are invited to share and reflect on their own experiences with the group. Delivery will be a mix of experiential and theoretical input.

## Local delivery

Local delivery brings Skild courses to you, where an organisation has identified a training need for development workers in your area.

Skild will be responsible for:

- sourcing a high quality trainer to deliver the courses
- providing all course handouts and materials
- liaising with the booking organisation.

The booking organisation will be responsible for:

- sourcing and paying for a suitable venue and refreshments
- providing equipment (laptop, projector, flipchart and stand)
- promoting the course locally
- paying £490 for the training and paying the trainer's travel costs plus VAT.

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

## What organisations have to say about our local delivery:

*"...local delivery was a cost-effective option, especially as the cost of sending them 'away' on a course would have been prohibitive due to travel and subsistence expenses."*

*"Local delivery gave people a way to access Skild activities who might not otherwise have done so, for example part-time staff who were unable to travel long distances to access training due to family or personal commitments."*

*"Skild were really effective and easy to work with."*

*"The Skild team were very helpful with effective channels of communication and we have built up strong relationships with the team which has meant that we have organised more than one training course and all our learning needs have been met."*

*"The course was highly relevant to my work."* Skild learner

# Spring

Courses



## Being a development worker

25 May Sheffield  
30 November London

If you are brand new to development work and supporting groups or are coming back to development work after time away and need a refresher, this course is ideal for you. It goes back to the basics of development work and includes:

- defining the difference between community and development work
- identifying the personal and professional qualities and competencies of a development worker, and giving you information to access the Skild competency framework to evaluate your personal skills
- how to effectively communicate with groups and organisations to establish roles, responsibilities and boundaries and understand what activities a development worker would undertake with them
- evaluating the impact of ethical dilemmas development workers may encounter
- providing information to help you access the support and resources available.

The course will also put being a development worker into the context of the wider voluntary and community sector.

*“Well presented and thoroughly enjoyed the course.”*

## Tools for engaging with community groups and voluntary organisations

21 July Sheffield  
7 December London  
22 March Manchester

This course is for people who've been supporting and engaging with groups for a while, and want some fresh ideas and techniques. The day will introduce:

- practical tools to support groups facing common challenges
- 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.

*“Excellent range of tools to use and adapt for all the groups I work with. Thank you”*

## Project management

21 June Birmingham  
13 October London  
9 February Sheffield

This course is ideal for development workers who are new to managing projects or who are giving advice to community groups and voluntary organisations about project management and the tools to use.

On the day you will get a chance to look at the basic theory of project management as well as the opportunity to put the theory into practice using case studies.

By attending the training you will have:

- gained an understanding of the project planning cycle, including exit strategies
- practised exercises that deal with the reality of applying the planning process and staying focused on the project activities
- knowledge of a variety of tools for project management that can be used with the groups you are supporting
- considered the human factors of a project, including expectations from stakeholders as well as managing staff, volunteers, activities and time.

*“Thank you – this was very enjoyable, and the group work was genuinely useful...as always, good trainers and useful resources too.”*

## From development worker to manager

14 September  
27 March

Birmingham  
Sheffield

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 motivation
- 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 to management
- set out your personal development plan to becoming a manager.

*“Brilliant course! One of the best I have ever been on. Really got me thinking about what it means to be a good manager and what is involved.”*

## Negotiation skills

11 May  
29 September  
12 January

Birmingham  
Manchester  
Sheffield

As a development worker you may find that you have to negotiate with people to find solutions, create plans of action and work towards compromises. This could be with the groups you support, your colleagues and a variety of stakeholders.

Negotiation skills for development workers will provide you with strategies to help you persuade and influence people with confidence. The course tutor will take you through scenarios and case studies to practise using the strategies you have learned as well as giving you an opportunity to create a personal action plan for you to take back and use in your development work with the groups you support.

This course will help you to:

- understand the principles of effective negotiation
- find win-win solutions for effective working relationships
- discover your negotiation style
- deal with difficult situations and people.

*“Excellent training, really enjoyed it and learnt a lot.”*

## Assertiveness skills for development workers

5 August  
21 February

Manchester  
Birmingham

As a development worker you may be under a huge amount of pressure and have to juggle numerous deadlines and demands on your time. Even so you may still find it very difficult to say no when asked to do more which can result in you feeling overwhelmed and stressed.

This course will help you:

- discover what assertiveness is, and what it is not
- learn the difference between non-assertive, assertive and aggressive behaviour
- learn about the beliefs which drive our behaviour
- consider your assertive rights and responsibilities
- learn to use empowering language
- learn the importance of developing your sense of self-esteem.

The course also provides you with an opportunity to share experiences and network with other development workers who are working in a similar environment.

*“Very informative and interesting and will empower me to raise issues in a more positive way.”*



## Human rights

8 September

Sheffield

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 your work.

Understanding human rights and equalities 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 human rights can be used to enable people 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'.

*"Was very engaging and interactive – good to regularly have group discussions."*

## Communication using social media

6 July

Birmingham

17 November

Sheffield

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

Have you heard about 'social media', Facebook and Twitter but not known how they could apply to your work in supporting and developing local organisations and volunteer groups?

Social media can help organisations reach volunteers or campaign more effectively, but many local support and development organisations are unaware of how it can support development of projects and groups.

This course will help you to:

- see how others use social media so you can place it in the context of your organisation
- explore how to develop a social media plan and guidelines for responsible use
- find out about a wide range of social media tools available
- try out the websites mentioned and show you how you can help local voluntary organisations and community groups benefit from them too.

*"Really excellent training. I thought I was fairly 'up' on social media but realise that I know only a tiny amount!"*

## New perspectives for experienced development workers

21 September

Sheffield

14 March

London

This facilitated day 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.

Whilst the agenda will be set by those attending, 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!

*"Really good use of a day."*

## BRAND NEW COURSES

The following courses are brand new to the Skild programme and have been developed with development workers to ensure that they meet your needs and the ever-changing environment you are working in.

### Facilitating mergers: toolkit and training for development workers

30 June	Sheffield
27 October	Manchester
18 January	London

This course is for experienced development workers who want to gain knowledge, tools and confidence in guiding local organisations through a merger journey.

You will explore:

- the context for mergers in the voluntary sector, and the role of development workers
- how to help groups determine whether merger is the right collaborative form
- the stages of a merger process
- a range of tools to facilitate organisations through different stages of merger discussions.

You will receive NAVCA's Facilitating Mergers toolkit FREE as part of this course.

### The changing role of funding advisers

14 June	Manchester
4 October	Birmingham
NAVCA members	£87 ex VAT
Non-members voluntary sector	£102 ex VAT
Other	£137 ex VAT

This course will be ideal for you if your remit includes advising voluntary and community groups on funding issues. In today's economic climate groups must be able to take advantage of a wider range of funding contracts and trading opportunities. You need to address how you can best support groups within your own limited time and resources. On this course, you will discuss:

- changes to the role of the funding adviser
- broadening awareness and skills: tapping into a mix of income streams
- responding to the reduced resources available for funding advice
- setting boundaries and using networks: knowing when we can help and when and where to signpost
- social value: communicating our worth
- resources and tools available.

By the end of the session you will be more informed and confident to give a variety of advice in an ever-changing funding environment.

*"Lots of good information, Thought provoking about own role."*

### Personalisation health check training for development workers

19 May	London
14 July	Manchester
18 October	Birmingham
6 March	Sheffield

This training will look at the personalisation health check developed by NAVCA and give you a chance to find out more about it as well as looking at the background and philosophy of personalisation. The health check is rooted in capacity-building organisations and the training will give you:

- the confidence to use the health check with the voluntary organisations and community groups you are supporting
- the opportunity to identify any needs the organisation you are supporting may have
- the skills to help the voluntary organisations and community groups you support to look at issues in the context of business planning, stakeholder involvement and service user involvement.

The training will help you think about developing your service offer to groups and how this can be marketed.

*"Very informative and some really useful handouts – thank you."*



Other development worker learning opportunities from NAVCA  
Other resources and information for development workers



## OTHER DEVELOPMENT WORKER LEARNING OPPORTUNITIES FROM NAVCA

### Empowering the Voluntary Sector

In these difficult economic times can you or your colleagues afford not to attend one of these interactive, lively and awarding winning workshops?

The workshops aim to give development workers the underpinning knowledge to identify how a relationship with a public body, based on funding and delivery of services, should work using the principles of public law and the Compact. They also help you to explore how this relationship can breakdown when unfair action or decisions are made and what you can do to challenge and therefore protect your projects, your members and their beneficiaries.

To date, the project has trained over 2,800 voluntary and community sector workers in the principles of Public Law and the Compact. In the first three years of the project, the Public Law Project supported over 400 local organisations. Their advice and support prevented over £600,000 being lost from the sector in cuts from public bodies.

Courses run throughout the year in various locations. Contact Terry Perkins on 0114 289 3972 for more information or see [www.evspan.org.uk](http://www.evspan.org.uk)

#### Comments from previous participants:

*"I have been waiting for a course like this for the last 5 years!"*

*"Best and most useful course I have attended for ages"*

*"I feel I now know enough about public law to feel confident to incorporate it (when necessary) in my negotiations with public bodies".*

### Local Commissioning and Procurement Unit

Do you support voluntary organisations and community groups who deliver services? These groups might be working with commissioners to design services or getting ready to tender for a contract. You might also be supporting groups to work together to deliver services, for example brokering partnerships or developing consortia. These are all part of the commissioning and procurement agenda and NAVCA's Local Commissioning and Procurement Unit is here to help you with this work. We provide news, information and advice, and resources to support

your work; deliver training and events; and provide opportunities to discuss your issues with other development workers. Find out more information at [www.navca.org.uk/lcpu](http://www.navca.org.uk/lcpu) or email [lcpu@navca.org.uk](mailto:lcpu@navca.org.uk)

### Health and Social Care

Do you support voluntary organisations and community groups which deliver social care services or promote health and well being? We provide information, practical resources, networking and learning opportunities for development workers to help you get to grips with the changing health and social care agenda. To get involved contact Jon Burke at [jon.burke@navca.org.uk](mailto:jon.burke@navca.org.uk)

### NAVCA annual conference and AGM, 21 & 22 November, London

NAVCA's annual conference is the event of the year and provides those attending with the opportunity to find out new information that is influencing the voluntary and community sector.

Visit [www.navca.org.uk/events](http://www.navca.org.uk/events) to find out more about this event.

## OTHER RESOURCES AND INFORMATION FOR DEVELOPMENT WORKERS

### NAVCA website

NAVCA's website contains lots of up-to-date relevant information and resources for development workers working in the voluntary and community sector. The website also has downloadable material and publications that you can use to help you support the groups you work with and also to make sure that you are informed about new issues affecting the voluntary and community sector. [www.navca.org.uk](http://www.navca.org.uk)

### NAVCA email bulletins

NAVCA produces several free email bulletins relevant to development workers supporting voluntary organisations and community groups.

- **Skildbites** – a six-weekly ebulletin containing news, training and other useful information for development workers who support voluntary organisations and community groups.
- **LINX** – a weekly ebulletin for NAVCA members. Updates on NAVCA's work, sector-wide issues, new publications, policy news and consultations.
- **Empowering the Voluntary Sector newsletter** – a quarterly newsletter containing

a wide range of information, written by members of the project team, including case studies on recent public law and Compact challenges and guides on how to use the various principles and tools to support your challenges.

- **Commissioning and Procurement news** – news, updates and commentary from the Local Commissioning and Procurement Unit.

To join the mailing list to receive any of these bulletins visit [www.navca.org.uk/signup](http://www.navca.org.uk/signup)

### Real Power for Communities (RP4C)

The Government promised it would give more power to local communities through the Localism Bill. Our aim is to make sure it does just that.

The Real Power for Communities campaign wants to make sure that the Bill really puts the power in the hands of local communities. We believe that local charities, voluntary organisations, social enterprises and community groups have a vital role in helping communities exercise their power. We want to make sure the politicians are held to account and that the power is really devolved to communities and does not stop at local government. To find out more and sign up to the site visit [www.rp4c.org.uk](http://www.rp4c.org.uk)

### The Skild framework

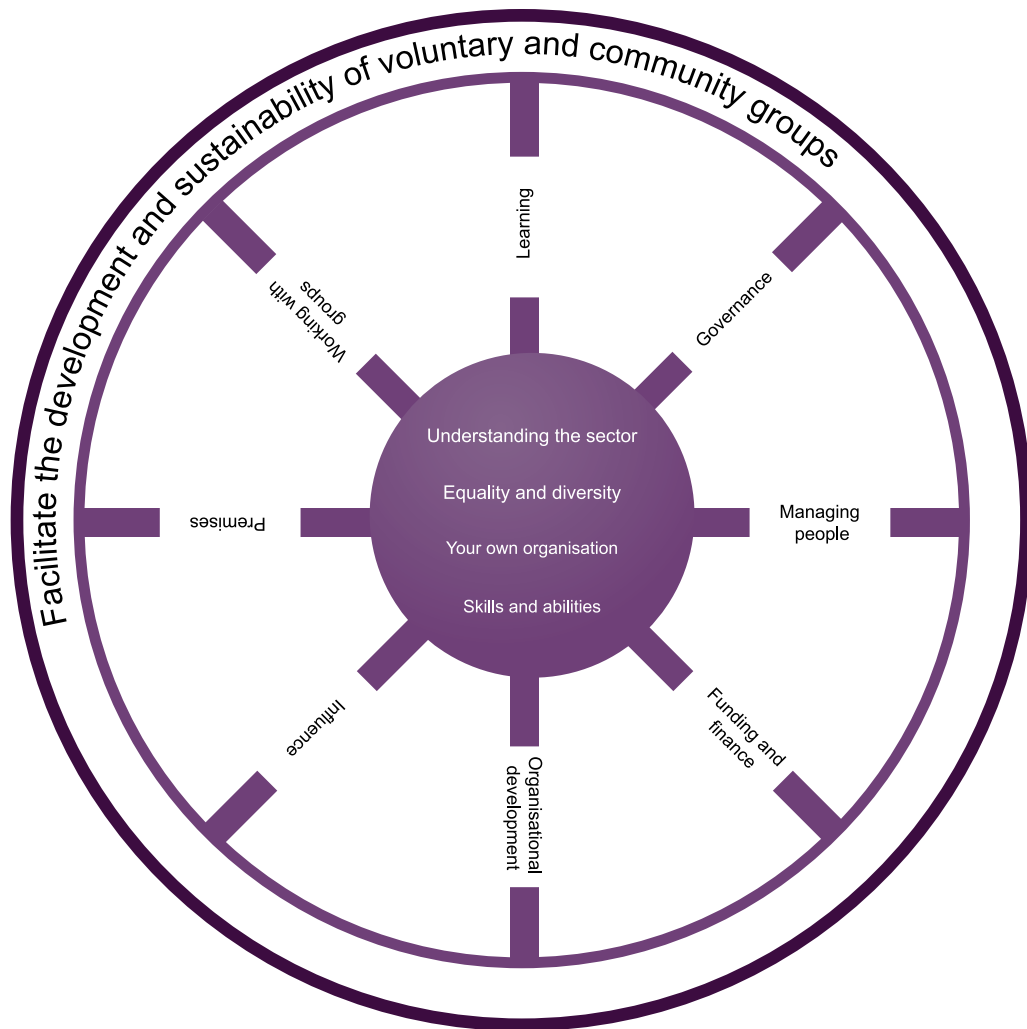
The Skild framework is the place where you can assess your skills and find out about relevant resources:

- Fill in the self-assessment questionnaires that relate directly to your job.
- Record evidence about your particular abilities and of your continuing professional development; attendance on Skild courses can contribute to this.
- Create action plans 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 resource database to find information to support your work with groups. There's also a career pathway section that highlights past experiences and career paths of people who support voluntary organisations and community groups.

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

## The Skild framework



*"I've used the Skild framework to look at where I am currently in my work and where I'd like to progress to. It's a great reminder of the different aspects of my role."*



Do you want to unlock the leadership potential of the groups you support?

**Liberating Leadership** is a practical course which will help you to identify, develop and support your groups' leadership. This new approach to leadership will help you to capitalise on people's skills, enthusiasm and potential and you'll leave having learnt practical activities that you can use with your groups. It will cover:

- What leadership is and why this approach is different.
- The essential elements of leadership.
- How to apply leadership principles.
- How to identify and use roles.
- Making connections beyond your organisation.
- Strengthening yourself and your skills.

By the end of the training day you will be able to:

- Help groups explore the roles and responsibilities of leadership.
- Understand how to inspire and motivate others, inside and outside of their group, network and organisation.
- Help groups improve their impact and influence they have.

Would your members like Liberating Leadership training?

We can come to you and deliver a one-day course for community organisations, as a special event or as part of your regular training programme. For more information about this, or the open programme of courses for development workers then please visit our website – [www.liberatingleadership.org.uk](http://www.liberatingleadership.org.uk)

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.

*“Clear precise information given in a very accessible way.”*

Skild learner

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.

Skild's overall aim is to equip development workers, community organisers, and community development workers with the skills and knowledge they need to give relevant and high quality support to local voluntary and community groups.

We do this through training courses, workshops, networks, the Skild framework and other learning activities.



improving  
support  
.org.uk

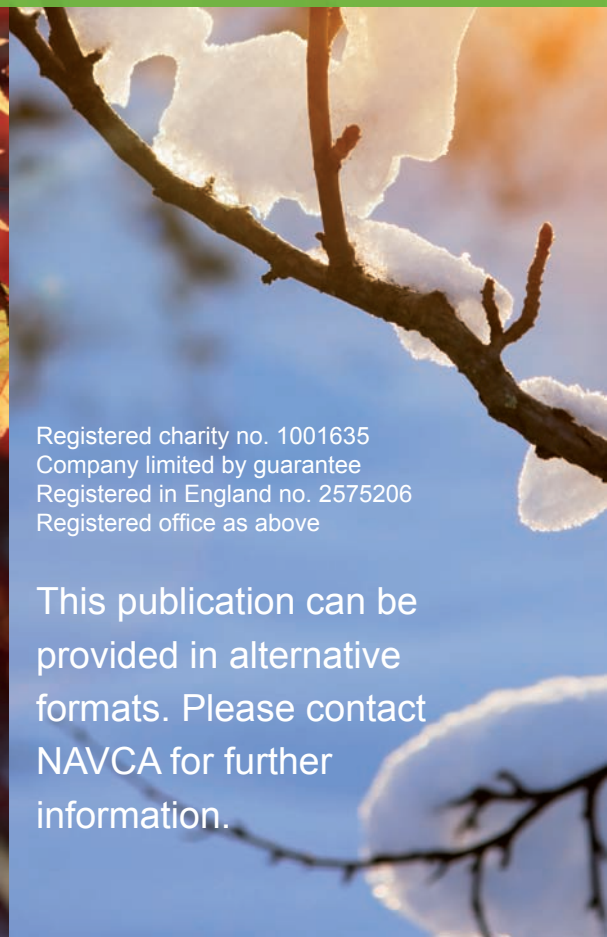
/ share / connect / learn

has funded the  
design and print  
of this brochure



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](mailto:skild@navca.org.uk)  
[www.skild.org.uk](http://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.