

www.skild.org.uk

# SKILD

Skills and Knowledge for Local Development

## Summer learning programme

June – September 2007



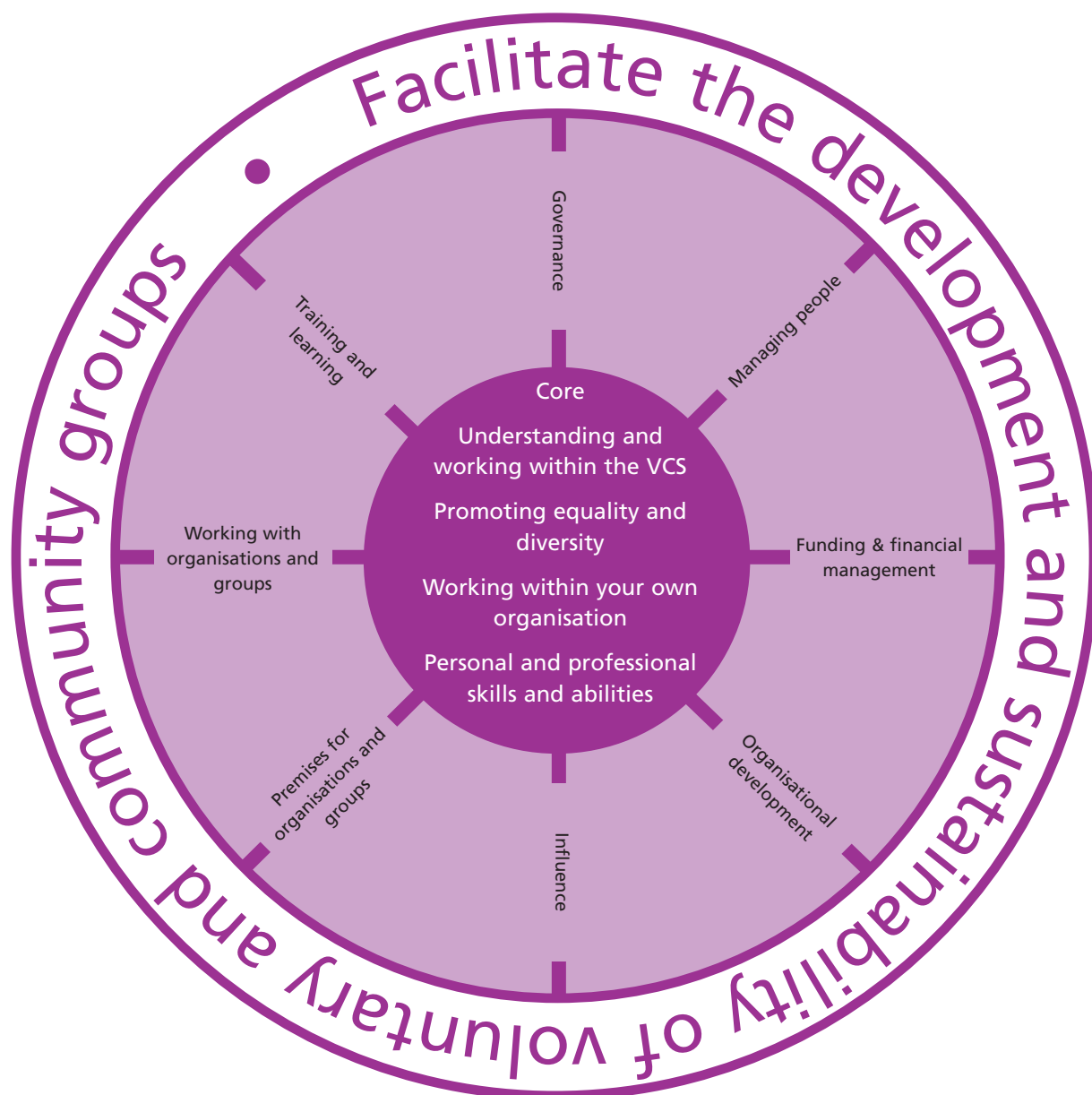
# Skills and Knowledge for Local

SKiLD has just launched a new online database at [www.skild.org.uk](http://www.skild.org.uk), that lists what development workers who support groups do, and the skills they need to do it well.

It lets you create a customised description of your work by combining core sections – relevant to everyone – with options you can select. It includes ideas on how to provide evidence of what you can do, and values and principles to guide how you work.

From now on we're linking our training courses more directly with the SKiLD framework. You'll notice a couple of gaps – but we're hoping over time to develop activities to cover the whole framework.

Meanwhile have a look inside for details of 30 activities especially designed to support development workers based in local infrastructure organisations, who give hands on support to groups.



# Development – a framework

## Core

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## Governance

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## Funding and financial management

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## Organisational development

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## Working with groups and organisations

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## Training and learning

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# Training courses for development workers

These one-day courses are designed to give workers supporting voluntary and community groups

**Knowledge** – up to date information about relevant topics

**Skills** – how to effectively get this information across to groups

We particularly welcome applications from development workers who support black and minority ethnic, faith-based, rural and social enterprise organisations.

## Cost

£45 – voluntary and community organisations

£149 – private and statutory sector organisations

This includes VAT and lunch

## To book

Please fill in the booking form on the inside back page or go to [www.skild.org.uk](http://www.skild.org.uk)

*“Really useful – a real boon to those of us who have always flown by the seat of our pants!”*

*Development worker on the Performance Hub handbook*

## An introduction to performance improvement for development workers

This interactive one-day course is for development workers who are new to monitoring and evaluation, quality assurance, strategic planning and benchmarking. It is not suitable for people with extensive experience in this area.

It will introduce each of these approaches and people will have the chance to consider when they might be appropriate for the organisations they support. The course provides information on services and resources that development workers can signpost to.

If you haven't been on a Performance Hub course before, they'll give you a free copy of their handbook for development workers. This course will run again in other locations later this year.

**5 June – London**

**5 June – Peterborough**

**19 June – Birmingham**

**19 June – Manchester**

**10 July – Taunton**

**10 July – York**

## Being a development worker

For people who are new to supporting groups, or revisiting the job after time away. This day will focus on

- communicating well with groups
- caseload management
- ethical issues of group work
- where to get further support
- the core spokes of the *Skills and Knowledge for Local Development framework*

**6 June – Nottingham**

**10 July – London**

**24 July – Manchester**

**30 August – Birmingham**

## Skills for development work

For people who've been supporting groups for a while, and are in need of some new ideas and techniques. This day will introduce

- practical tools about common issues to use with groups
- creative techniques for working with groups
- how to manage your manager
- a number of the key competencies listed in the *Skills and Knowledge for Local Development framework*

**11 June – Derby**

**17 July – Brighton**

**3 September – Bristol**

**26 September – Birmingham**

## Helping groups establish values and a mission

This course looks at how to help groups to turn their vision into reality, including

- different techniques for agreeing a vision
- methods for identifying joint values
- how to avoid mission drift when designing new services, including equality and diversity issues

- how and when to use consultations, feasibility studies, community-based research, needs assessments
- ways of looking at local information about existing groups, in order to decide if new ones are needed

**14 June – Manchester**

## Introduction to giving funding advice

An introductory course for development workers who support groups, and new funding advisers, covering

- supporting groups with project planning
- an overview of funding sources
- where to find further information
- supporting groups to write good applications

**20 June – Leeds**

## Helping management committees work strategically

This course is for development workers who want to support management committees to work well, and includes

- the generic responsibilities of management committees
- how to create and maintain a sustainable organisation
- managing and assessing liabilities
- what governance is, and why it is important
- how the Occupational Standards for Trustees and codes of good governance can help
- understanding and using governing documents and policies

**26 June – London**

## Knowledge for development work (training and learning)

For people who've been supporting groups for some time, and want to tackle more technical or in-depth issues.

This day will concentrate on

- continuing professional development
- considering career progression
- training and learning, in particular helping groups identify and meet their training and learning needs

**27 June – Birmingham**

## Options for premises

A practically focused 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
- 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

**3 July – London**

## Introduction to social enterprises

This course looks at what social enterprises are, and how they fit in with charities, voluntary and community organisations. It will cover

- helping organisations to understand what will make a successful social enterprise
- when a social enterprise is not the best solution
- balancing social impact and income generation
- understanding the issues that face social enterprises

**26 July – Sheffield**

## Knowledge for development work (governance)

For people with experience supporting groups who want to tackle more technical or in-depth issues, and covering

- continuing professional development
- career progression
- the role of the Charity Commission, including
  - model governing documents and registration
  - its regulatory role,
  - Charities and Companies Acts
  - the impact on boards of trustees

**4 September – Manchester**

## Strategic planning for development workers 1 – supporting organisations to develop a strategic plan

An introductory level course to give you more knowledge and confidence in giving basic advice about strategic planning. You will get the chance to

- explore a five-stage model of strategic planning that encourages organisations to consider all options open to them
- learn about practical tools and techniques to guide organisations through the stages

This course is not suitable for people with extensive experience in this area. It will run again in other locations later this year. If you haven't been on a Performance Hub course before, they'll give you a free copy of their handbook for development workers.

**11 September – Manchester**

**11 September – London**

## Strategic planning for development workers 2 – supporting organisations to implement a strategic plan effectively

**Please note** – you need to have already been on either the Performance Hub’s Strategic planning for mentors (in 2006) or Strategic planning for development workers 1 (see page 6) to do this course.

This course looks at the process of implementing a strategic plan successfully. You will get the chance to

- consider how to build commitment to the plan and integrate it into the daily life of an organisation
- look at other challenges organisations face when moving from planning to action

This course is not suitable for people with extensive experience in this area. It will run again in other locations later this year. If you haven’t been on a Performance Hub course before, they’ll give you a free copy of their handbook for development workers.

**12 September – Manchester**

**12 September – London**

*“I learnt how to motivate groups to consider all parts of the community”*

Learner attending SKILD’s Creative Techniques course

## Supporting groups to deal with conflicts

A day looking at how development workers can give support and advice when problems arise in the groups they are working with, including

- awareness of group dynamics
- preventing conflicts
- dealing with conflict within management committees and between management committees and staff
- running effective meetings
- developing facilitation and negotiation skills
- challenging – and supporting others to challenge – discriminatory and oppressive behaviour and attitudes

**20 September – Birmingham**

## Helping groups to manage their finances

This practical course will cover how to work with groups on

- basic accounting procedures and information on the different accountancy systems groups and organisations
- financial monitoring and information expected by funders and the Charity Commission
- how to help groups and organisations read accounts and understand their financial situation
- where they can get further help

**24 September – Derby**

# Learning from each other

Research shows that development workers learn from their peers. From chatting to each other during the tea break at a training course, through to attending regular structured sessions, peer learning happens in a variety of ways.

This summer, there are a number of ways for you to network with, and learn from, other people in similar roles across the country.

## Supporting performance e-community

The Performance Hub hosts an email forum which offers you the opportunity to

- post questions
- swap tips on successful support techniques
- view evaluation reports or case studies
- debate the pros and cons of different approaches to performance improvement

To join, contact Fiona Martin on 0114 289 3969 or [fiona.martin@performancehub.org.uk](mailto:fiona.martin@performancehub.org.uk)

*“Really useful, fantastic, I really like it”*

*Development worker on the Supporting performance e-community*

## Performance Hub visit programme

This programme offers you the chance to visit another organisation. Visits can be between development workers and between consortia. Visits can help you gain insights and swap ideas about supporting groups on performance improvement issues. The Performance Hub will give a £70 allowance to visiting organisations, and £100 to the host organisations. Visits have been used to help

- design a new monitoring and evaluation support programme
- benchmark a health check system
- exchange ideas on developing further performance support programmes

To find out more, contact Fiona Martin on 0114 289 3969 or [fiona.martin@performancehub.org.uk](mailto:fiona.martin@performancehub.org.uk)

*“This was an incredibly useful experience... This is something we could all benefit from”*

*Development worker on the visit programme*

# Action learning sets

Action learning involves finding solutions to real and current problems. A small group of people doing similar jobs – called a set – work with a facilitator to clarify and resolve issues. Each person gets help from the others through questions, discussions and reviews.

There are **three different** sorts of action learning sets for development workers this summer.

## Cascade action learning sets

**SKILD** and Action Learning Matters are planning two more projects to train and support development workers to run their own local action learning sets.

- First, you will learn how an action learning set runs, focusing on relevant work issues like, for example, caseload management or joint working
- Part way through this, you will be trained to run action learning sets yourself
- After six months, and with continued support and training, you'll launch your own cascade sets for other development workers in local infrastructure organisations

We are looking for groups of development workers based in the North East, London, South East or Eastern region.

Timetable – sets are due to run between July 2007 and January 2008.

Deadline for applications – Wednesday 13 June

Cost – £250 per person

For more information please contact either:  
Alison Norris, **SKILD** on 0114 289 3970 or [alison.norris@navca.org.uk](mailto:alison.norris@navca.org.uk)  
Ruth Townsley, Action Learning Matters on 0114 289 3976 or [ruth.townsley@navca.org.uk](mailto:ruth.townsley@navca.org.uk)

## Supporting performance action learning sets

The Performance Hub and Action Learning Matters are planning to run five more action learning sets across England. Sets will meet once a month, over five months. They are designed for development workers who want to discuss issues relating to supporting groups to improve their performance, such as

- How can we reach smaller groups who don't feel quality assurance is important?
- Benchmarking is becoming a buzz word – what does it mean?
- What type of service should I develop to benefit my groups?

Sets will run where there is demand. As soon as we have five set members in one region, we will start one.

Cost – £250 per person

To find out more, contact Fiona Martin on 0114 289 3969 or [fiona.martin@performancehub.org.uk](mailto:fiona.martin@performancehub.org.uk)

# NEW!

## Online supporting performance action learning set

The Performance Hub is currently looking for three more people to try out e-action learning in an experimental pilot set this summer. It will follow the same principles of the above action learning sets, but will be a chance to share learning about performance improvement initiatives online.

Cost: special price for pilot – only £40 per person.

To find out more, contact Fiona Martin on 0114 289 3969 or [fiona.martin@performancehub.org.uk](mailto:fiona.martin@performancehub.org.uk)

# ...and even more

## Tailor made

This year, SKILD wants to bring national resources to five specific sub-regions or regions.

We are keen to work with groups of development workers **to design and run individualised training and learning activities that fit your work supporting local groups.**

This could be

- helping to identify learning needs
- organising tailor-made packages of training
- developing peer learning activities

We can come up with a potential menu of activities, and then you can choose the ones that fit your needs.

You might be a consortium that includes development workers, or a regional forum, but you'll need to guarantee 12 – 15 development workers for us to work together. Costs will be similar to those in the open SKILD learning programme.

To discuss, please contact Dave Carr on 0114 289 3953 or [dave.carr@navca.org.uk](mailto:dave.carr@navca.org.uk)

## Are you already doing it?

SKILD is also interested in hearing about other learning for development workers in local infrastructure organisations. Please get in touch so we can discuss potential joint work, or signpost people to your opportunities.

## Kit yourself out

Don't forget SKILD tools for development workers – a new set of bite-sized exercises to support work with groups. *From Agreeing Aims to Recruiting a Worker*, these tools will help on a range of bread-and-butter topics, typically requested by groups.

- They take 15 – 30 minutes to use.
- They are deliberately low-tech and unthreatening to use.
- They are free, and voluntary and community sector development workers don't need to ask permission to use them with groups.
- They can be adapted for work with specific groups or local circumstances.

Have a go now at [www.skild.org.uk/tools](http://www.skild.org.uk/tools)

*“The kits are excellent and provide an easy and fun way for groups to make decisions”*

*Kit Yourself Out conference delegate*

# Booking form for SKILD, Finance Hub, Governance Hub, ICT Hub, Performance Hub and UK Workforce Hub training days

**Name**

**Job title**

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

**Organisation name**

Is it a voluntary, community or social enterprise  statutory sector  private sector

**Address**

**Postcode**

**Tel**

**Email**

**Course title (s) and date (s)**

**Dietary requirements**

**Additional support requirements** *If you would prefer to discuss your requirements with someone please contact May Johnson on 0114 289 3964 or [may.johnson@navca.org.uk](mailto:may.johnson@navca.org.uk)*

**Cost** £45 for voluntary and community organisations / £149 for statutory and private organisations  
*This includes VAT and lunch*

**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

**Please quote invoice number on remittance advice**

**Closing date** seven days before the event.

**Cancellations** made before the closing date will receive a credit for future SKILD learning activities. If you cancel after the closing date, sorry but we are unable to make any refunds.

**Booking confirmation** details will be emailed to you two weeks before the event.

**How your information will be used** 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

**Please return to** [may.johnson@navca.org.uk](mailto:may.johnson@navca.org.uk) – May Johnson, NAVCA, The Tower, 2 Furnival Square, Sheffield S1 4QL. For more information ring 0114 289 3964 or see [www.skild.org.uk](http://www.skild.org.uk)

Courses and learning activities have been developed and funded by a partnership of

- **SKILD**
- **The Finance Hub** [www.financehub.org.uk](http://www.financehub.org.uk)
- **The Governance Hub** [www.governancehub.org.uk](http://www.governancehub.org.uk)
- **The ICT Hub** [www.ictHub.org.uk](http://www.ictHub.org.uk)
- **The Performance Hub** [www.performancehub.org.uk](http://www.performancehub.org.uk)
- **The UK Workforce Hub** [www.ukworkforcehub.org.uk](http://www.ukworkforcehub.org.uk)

For more information and news about low-cost, effective learning opportunities, please see **[www.skild.org.uk](http://www.skild.org.uk)**

or get in touch with us at:

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