

**voluntary
action
west
kent** } **training**

Voluntary Action West Kent
19 Monson Road, Tunbridge Wells, Kent, TN1 1LS
01892 530330

Personal Development

Negotiation and Conflict Resolution

This course is designed to help you identify and describe the stages of successful negotiation, learn a range of useful techniques and be able to recognise the different styles of communication required for effective negotiation.

Assertiveness at Work

You will gain an understanding of assertive, non-assertive and aggressive behaviours, explore the art of making and refusing requests and how to give and receive criticism.

Mentoring Skills

A tool for developing individuals—a process to support people solve their own problems and bring about the changes

Presentation and Public Speaking

Learn how to plan, prepare and deliver your presentations to maximum effect and enjoyment. You will understand effective relaxation techniques to enhance your performance and discover how to establish audience rapport.

Organisational

PR and Marketing

An effective PR & Marketing strategy has the potential to make a significant contribution to the success of an organisation. This course will provide participants with an understanding of promotional strategies and establish ideas for an effective campaign.

Effective Fundraising

An introduction to different sources of funding - public donations, public events, charitable trusts and the National Lottery - enabling you to develop a fundraising strategy plan campaigns and to write better funding applications.

Equal Opportunities

You will gain an understanding of an Equal Opportunities Policy and be able to outline the kinds of discrimination and prejudice such a policy seeks to prevent and relate this to your own organisation.

Partnership Working

A thorough exploration of the principles and development of effective partnership working. Participants will consider differing types of partnership working and the implications for voluntary groups.

Essential Skills

Effective Communication

Enhance your skills through practising techniques, developing understanding of others and increasing self-awareness. Recognise the messages you give out and develop skills to enable you to build successful relationships.

Managing Yourself

Learn to manage your time and stress more proactively to improve performance and quality of life. Understand how to achieve better results by spending quality time on the things that matter most and be more in control of your life. Work smarter, not harder!

Introduction to Volunteering

Volunteers are an influential force for change, for the organisation, the volunteer and for the wider community. Understand what voluntary work may involve, consider the motivations for people involved in volunteering and develop and consider how to cultivate volunteering within your organisation.

Making the Most of Meetings

Learn about the structure, roles and responsibilities of committee members. Identify the factors that make a meeting effective and find out how to prepare a good agenda and to encourage people to attend and participate.

Essential Writing Skills

Gain confidence to write persuasively and effectively, using plain English. Understand structure and content and learn about accuracy, brevity and clarity. Enhance your grammar and punctuation and examine first impressions, layout and style.

Minute Taking Skills

Write effective minutes that will be read and acted upon - not just filed! Learn about useful agendas, writing styles and how to distinguish the important and significant elements from the irrelevant and repetitious.

Development

Safeguarding Vulnerable People

A basic knowledge regarding best practice in working with vulnerable people. Learn why we need to consider the needs of vulnerable people, what are our legal duties and be able to recognise signs and symptoms of abuse.

Build your People Network

An introduction to what good networking is, appreciate its value and identify strategies to build your people network. You will understand the skills required and identify how to develop these skills.

Community Development

This course will raise your understanding of the key principles underpinning community development work. By concentrating on the importance of participation in planning, as well as effective monitoring, this course aims to maximise your impact and efficiency.

Managing Change in a Voluntary Organisation

Change can have far reaching repercussions for voluntary organisations. The aim of this course is to enable participants to understand the mechanisms of change and implement robust change management strategies.

Management

Support & Development of Chief Officers

Reflect on the importance of VCS Chief Officers; identifying your own support and learning needs. The course will discuss the concepts of a learning organisation and facilitate the development of its members, enabling participants to develop a proposal for their own support needs.

Strategic Planning

This course will help you to understand the purpose and importance of strategic planning, formulate an outline plan for your own organisation and practice techniques for monitoring, review and delivery of your plan.

Project Management

Learn how to plan a project by agreeing objectives, preparing briefs, appraising proposals and carrying out risk assessment. Understand how to implement the project by recruiting and managing the project team, monitoring progress and communicating effectively.

Introduction to Management

Aimed at those who are 'new to management', this course will help you to identify the skills you have and those you need to develop to become an effective manager. Gain a better understanding of the key roles and responsibilities of managers and discover different styles of management.

Developing Staff

Supervision and Appraisal Skills

How to build constructive relationships with staff and volunteers through effective supervision and appraisal. You will understand the principles of support and supervision and be better equipped to motivate your team to achieve positive results.

Teamwork - Making the Most of your Staff

Understand what makes a successful team, be able to describe the different stages of team development and identify what actions a team leader can take. Understand how a team leader can impact on the success of a team and create an actions plans to develop your own team.

Coaching in the Workplace

Coaching is a technique which creates open, honest dialogue and develops relationships built on mutual trust. Understand the key principles of coaching, and use the skills of a coach to respond to the needs of staff and the organisation as a whole.

Personnel Practice

Develop the skills to run an effective personnel operation without the support of a specialist. You will be introduced to the range of management responsibilities of a small organisation and explore procedures that will help your organisation get the best from its staff and volunteers.

Motivating and Retaining Volunteers

Identify techniques and strategies to help you get the best from your volunteers, consider different theories of motivation and use effective job design, training and management support to retain them.

Responsibilities of Trustees

Enhance your understanding of the roles of trustees in the charitable sector, by exploring practical ways of establishing an effective working board of trustees. Participants will gain an understanding of the responsibilities and risks they are taking, and useful insight into what being a trustee means in practice.

In-House Training

For groups of 8 or more, we may be able to deliver any of these courses at your place of work. Please contact us to arrange to meet one of our training co-ordinators who will work with you to determine your needs.

- Time - 9.45am until 4.30pm
- Dates - Dates to suit your organisation
- Venue - Your offices
- Cost - Please contact Angela Holland for further details

Specialist Training

- **Outcomes**

There is a need for VCOs to adopt an outcomes based approach. This course will enable you to differentiate between outcomes and outputs and to formulate a strategy to implement an outcomes focus within your organisation.

- **Action Learning**

Specifically designed for senior managers and chief executives, Action Learning Sets will enable participants to share their perspectives on leadership challenges and find new and creative solutions.

Non-OCN Accredited Courses

Due to high demand we additionally offer a range of further courses. These courses are not accredited by the OCN and the fee many vary. Upcoming courses include:

- **Health & Safety**
- **Food Hygiene**
- **Basic Fire Safety Awareness**
- **Mental Health Awareness**



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