



You could save up to half the cost on selected training.

With *Flexible Training Opportunities*, you can potentially claim back up to half the cost on selected training
See inside for details.

**January
- August 2012**



Training and Learning

at the Albany Centre

**Preparing you for
the challenges ahead**



Flexible Training Opportunities can help your training budget go further.

Up to
£5000
towards your
organisation's
training costs!

GCVS has teamed up with **Skills Development Scotland** to help you to access potential training rebates through **Flexible Training Opportunities**.

They will refund 50% of the cost of up to 10 training courses – at up to £500 per course.

So, for example, if your training costs £600, Skills Development Scotland will refund £300. If it costs £1200, they will refund £500.

Any Scottish voluntary or community organisation with fewer than 150 employees can apply. **This number can include volunteers with your organisation.**

How do you apply for this funding for the training in this brochure?

We have worked to make the scheme as hassle-free as possible:

1. Simply look for the Skills Development Scotland logo against the course descriptors in this brochure. It looks like this:



2. If the logo is present, then the course qualifies under the Flexible Training Opportunities scheme.

3. Apply to Skills Development Scotland, stating the training you or your staff wish to undertake. They will take you through the information they need, and have a decision within five days.

Further information together with an application form can be found under **Flexible Training Opportunities** at:

www.skillsdevelopmentscotland.co.uk

4. If you would like advice before applying, please contact James Burns at Skills Development Scotland.

Tel: 0141 285 6167 Email: james.burns@sds.co.uk

5. If your attendance at the training course is dependent upon getting this funding, we will be happy to hold you a provisional spot on the training course. Just be sure to confirm your attendance with us after you receive your funding.

See more at:

www.skillsdevelopmentscotland.co.uk

Basic qualification criteria

1. Any voluntary, community or not-for-profit organisation with fewer than 150 staff can apply.
2. Up to ten staff can gain up to £500 off each training course.
3. Any one employee can apply for rebates on more than one course - but your organisation cannot get more than ten episodes of training subsidised.
3. Training for volunteers can be included in the scheme, provided they have a written agreement to provide services to your organisation.
4. Funding is subject to availability.


Skills
Development
Scotland

New from GCVS:

Make New Media work for you!

Marketing in a digital world

New Media - sometimes called Social Media - has grown up in the last decade with the arrival of the computer age. It helps people to access information at any time, anywhere, on any digital device. And it is not just about talking to others or listening to others: it is now much easier and cheaper to obtain user feedback, or get people to participate in your activities. Which makes New Media an ideal tool for community and voluntary groups!

These new GCVS courses assume no prior knowledge, and they are hosted by top-notch consultants who already work with and understand the voluntary and community sector. Each session will be led by Ross McCulloch of Third Sector Lab and he will be working with third sector experts in their field on each of these workshops. Ross knows that peer-learning is key to this subject and so each session will be featuring people from other charities who have first hand experience of the subject.

Online fundraising (1/2 Day Workshop, runs twice)



**RUNS TWICE ON THE DATE BELOW:
Thursday 23rd February 2012**

Choose between a morning or afternoon session
Either 9.30am - 12.30pm or 1.30pm - 4.30pm

Using online tools to fundraise can be a little bit daunting but it needn't be. Our half-day workshop will give you practical advice and handy tips on how you can make your website pay its way. We'll also look at the wide range of third party online fundraising tools and how you can make them work for you. Significantly, we'll show you how to utilise traditional and social media to create buzz around your fundraising campaigns. You'll come away from the workshop with everything you need to get started fundraising online.

Trainer: Led by Ross McCulloch of Third Sector Lab

COSTS: £70 M, £95 NM

Video for the web



Thursday 22nd March 2012

The cost of shooting high quality video is at an all-time low and watching videos online has never been more popular - Cisco predict that 90% of web traffic will be video by 2013. Video can be a powerful way for third sector organisations to bring their work to life. Our hands-on workshop will teach you how to plan, shoot, edit and upload video for the web.

You'll come away from the workshop with working knowledge of storyboarding, planning a shoot, using audio and video equipment, interview techniques, editing your content, how to upload your videos to the major platforms, such as YouTube and Vimeo, and simple ways to attract more viewers.

**Trainer: Led by Ross McCulloch of
Third Sector Lab**



COSTS: £120 M, £170 NM

To book on to, or enquire about any of our courses, contact:
stacey.anderson@gcvs.org.uk
or call Stacey on 0141 332 2444.
Or use the booking form inserted within this magazine

Writing for the web



Thursday 19th April 2012

The ability to write and re-purpose content for the web is an important skill which third sector organisations simply cannot ignore. Charities and social enterprises need to be able to create compelling copy that will impact on screen, as well as on paper. Our hands-on workshop will explore effective web writing styles, help you create a content schedule, look at online tools you can use to blog, send email newsletters and more, get you started with audience analysis and introduce simple search engine optimisation (SEO) techniques.

You'll come away from the workshop with all the skills and techniques you need to create powerful, engaging website content, blog posts, email newsletters and fundraising and marketing copy.

Trainer: Led by Ross McCulloch of Third Sector Lab

COSTS: £120 M, £170 NM

Social Media Basics



Wednesday 30th May 2012

Social media has changed the way people communicate - giving third sector organisations an amazing opportunity to truly engage supporters, reach new audiences, influence key decision makers, build new partnerships and even raise some money in the process. Our one-day social media basics workshop cuts through all the hype and jargon, giving you hands-on experience in areas including using Twitter and Facebook, blogging, video for the web, podcasts and more. We'll show you how to develop a simple social media strategy, making it part of your fundraising and communications mix, and how you can measure your success. You'll come away from the workshop with everything you need to make social media work for your organisation.

Trainer: Led by Ross McCulloch of Third Sector Lab

COSTS: £120 M, £170 NM

Using Twitter and Facebook for your organisation



Thursday 10th May 2012

This hands-on workshop covers everything you need to know about using the two key social media channels - Twitter and Facebook. During the first half of the day we'll help you understand what Twitter is all about and why your organisation should be using it. We'll help you set-up and optimise your Twitter profile, show you how to find and follow key influencers, cut through the Twitter jargon, reveal some of the key tools to make using Twitter easy-peasy and show you how to measure your impact online.

In the second half of the workshop we'll give you the skills and knowledge needed to utilise Facebook as a key marketing and user-engagement tool for your organisation. We'll show you how to set-up and optimise your organisation's Facebook page, find and follow other organisations in your sector, ways to truly engage your fans and more. You'll come away from the workshop with all the know-how and hands-on skills needed to make your organisation's presence on Twitter and Facebook a success.

Trainer: Led by Ross McCulloch of Third Sector Lab

COSTS: £120 M, £170 NM

Measuring your online success



Thursday 7th June 2012
Half-day 9.30am - 12.30pm

This half-day workshop will show you how you can use key tools to measure the impact of your online presence - your website and your social media channels. Google Analytics has become the preferred tool for measuring the impact of online marketing but it's rarely used to its full potential. We'll show you how you can make the most of Google Analytics, helping you to measure your success online. The workshop will also cover key social media monitoring and measurement tools, helping you get the most out of your campaigns across various channels, including Twitter and Facebook.

You'll come away from the workshop with increased confidence in how to configure and use Google Analytics and social media measurement tool for reporting on your online marketing and website performance.

Trainer: Led by Ross McCulloch of Third Sector Lab

COSTS: £70 M , £95 NM

These GCVS equalities courses are delivered in partnership with the Coalition for Racial Equality and Rights (CRER).

Formerly known as Glasgow Anti Racist Alliance CRER is focused on helping eliminate racial discrimination and harassment, and promoting racial justice across Scotland. CRER takes a rights-based approach, promoting all the relevant international, regional and national human rights and equality conventions and pieces of legislation.



Introduction to accessibility

Thursday 26th January 2012



Voluntary Sector organisations must be responsive to the needs of their service users and staff in order to comply with equalities law, but with such a wide range of needs, how can we plan ahead to meet our responsibilities? This course looks at a wide range of accessibility issues – physical, social, communication and cultural. It offers an introduction to basic equalities concepts, access auditing and the legal basis behind the need for accessibility. It provides plenty of examples of accessibility issues in employment and service provision, as well as opportunities to share your own experiences with voluntary sector colleagues.

Trainer: Carol Young, CRER 10.30am – 4.30pm COSTS: £65 M, £85 NM

Equality in employment

Wednesday 29th February 2012



The law on discrimination in employment has developed considerably with the introduction of the Equalities Act 2010, and there are more reasons than ever to follow best practice on equality for staff. This course provides practical tips and explanations to help your organisation meet its legal and ethical responsibilities. Issues covered include recruitment, monitoring and dignity at work. It also examines issues around equality in volunteering. This course is designed to enable organisations to share their knowledge and experiences, look at how the law works in practice and learn more about some of the trickier elements of employment equality practice.

Trainer: Carol Young, CRER 10.30am – 4.30pm COSTS: £65 M, £85 NM

Collecting and using Equalities information

Tuesday 20th March 2012



Equalities monitoring is an essential tool for mainstreaming equality and diversity. It's also an increasingly important element of funding requirements. This one day introduction to equalities monitoring guides you through the process with best practice examples, ideas on how to use the information you collect and practical tips for implementing successful monitoring systems. Issues covered include: planning, designing and introducing equalities monitoring; protected characteristics under the Equality Act 2010; how to maximise response rates; how to use the information collected; compliance with data protection legislation.

Trainer: Carol Young, CRER 10.30am – 4.30pm COSTS: £65 M, £85 NM

**To book on to, or enquire about any of our courses, contact:
stacey.anderson@gcvs.org.uk
 or call Stacey on 0141 332 2444.
 Or use the booking form inserted within this magazine**



Duties of Trustees under OSCR

Half-day 9.30am - 12.30pm

This course is suitable for anyone who has responsibility for the management or control of a charitable organisation, and particularly Trustees, Management Committee members and Directors. It will provide participants with an understanding of the Charity and Trustees Investment Act 2005 (Scotland) and the responsibilities that the Act places upon charity trustees.

Trainer: Bridgid Corr, GCVS

Thursday 2nd February 2012
or Tuesday 12th June 2012



The Training
Accord Group



COSTS: £65 M, £85 NM

Board induction



This course is for Board and committee members and aims to help them understand the induction process and to be able to apply it in their own organisation. We will examine induction practices and outline how these could be improved, and learn how to compile an induction pack (handbook) for use by your organisation.

Trainer: Bridgid Corr, GCVS

Wednesday 18th January 2012
or Thursday 10th May 2012



COSTS: £115 M, £165 NM

Scottish charity accounting requirements

Half-day 9.30am - 12.30pm

Wednesday
21st March 2012

This half day course is suitable for anyone who has a responsibility for the finances of a Scottish charity including Trustees, staff and auditors/independent examiners. The course will cover -

- The Charities Accounts (Scotland) 2006 Regulations
- The requirements for preparing accounts on a receipts and payments basis
- An exercise in preparing receipts and payments accounts
- External scrutiny of accounts

Trainer: Isobel Traynor, GCVS



COSTS: £65 M, £85 NM



Equality in Scotland's Third Sector

A new resource on equality and human rights for voluntary and community sector organisations in Scotland.

Featuring ten statements of good practice which all organisations can use to improve their equalities and human rights practice.

Taken together, the ten statements describe what an organisation that has mainstreamed equality and human rights might look like, making it easier to compare your own organisation's progress.

Funded through
Supporting Voluntary Action

See it for yourself at:

www.es3s.org.uk



LOTTERY FUNDED



Online fundraising (1/2 Day Workshop, runs twice)

**RUNS TWICE ON THE DATE BELOW:
Thursday 23rd February 2012**

Choose between a morning or afternoon session
Either 9.30am - 12.30pm or 1.30pm - 4.30pm

Using online tools to fundraise can be a little bit daunting but it needn't be. Our half-day workshop will give you practical advice and handy tips on how you can make your website pay its way. We'll also look at the wide range of third party online fundraising tools and how you can make them work for you. Significantly, we'll show you how to utilise traditional and social media to create buzz around your fundraising campaigns. You'll come away from the workshop with everything you need to get started fundraising online.

**Trainer: Led by Ross McCulloch of
Third Sector Lab**



COSTS: £70 M, £95 NM

Funding strategies: planning and diversifying

A full day and a half training course studying the ever increasing demand on small to medium organisation's to be more innovative in planning funding. The full day will consist of examining your organisation's current position in relation to:

- The essential elements of successful funding,
- What funding would work for you,
- Your current funding mix,
- Your ideal funding mix,
- What steps are needed to bridge the gap.

The follow-up half day session will take the learning from the full day and subsequent discussion back at base, and help you to develop it into a workable funding strategy. The session will look at what you have to consider, what preparation is required, how to ensure it meets your needs and help you identify the most appropriate members of staff/board to be involved in the process. At the end of the two sessions, participants should have a clear focus on how diversifying funding can benefit their organisation, and have the foundations for developing a practical funding strategy that will help the organisation to plan more effectively for the future.

**Trainer:
Led by GCVS funding expert Isobel Traynor**

COSTS: £90 M, £105 NM

Evaluating your service for funders



**RUNS TWICE:
Thursday 19th January 2012
or Tuesday 17th April 2012**

This is a full-day programme designed to help organisations improve their evaluation systems and procedures. It will be of benefit to people who are new to evaluation as well as those who are looking to refresh their knowledge.

We will use talks, group work and facilitated workshops to take you through the basic principles of setting objectives with basic outputs and outcomes - and demonstrate some of the tools for measuring your work. Specific learning will include: getting to grips with different evaluation methods: understanding outcomes, outputs and indicators; balancing quantitative with qualitative information needs; tips for gathering evidence effectively; interpreting the evidence and reporting back.

**Trainer:
Led by GCVS funding expert Isobel Traynor**

COSTS: £65 M, £85 NM

Training for trainers

10.00am – 4.00pm both days

A TWO DAY COURSE, RUNNING TWICE
Tuesday 13th and Thursday 15th March 2012
or Tuesday 19th and Thursday 21st June 2012

On this course participants learn how to put together training courses and workshops by examining the role of the trainer and looking particularly at the knowledge, skills and qualities of a trainer. Participants will also look at planning and preparing training sessions/courses. This course is ideal for those new to the training role, or those who are interested in training and can provide underpinning knowledge for the Learning and Development SVQ Level 3.

Trainer: Ruth Farquharson, GCVS



COSTS: £250 M, £300 NM

Facilitation skills



Thursday 19th April 2012

On this course participants will have an opportunity to increase their understanding of the use of facilitation within a group environment and to develop skills in facilitating. Participants will explore the role of the facilitator and facilitation models. Participants will also learn handy tips that help facilitating groups thinking and will look at how groups dynamics affect the purpose and outcome of joint working.

Trainer: Ruth Farquharson, GCVS



COSTS: £115 M, £165 NM

Risk assessment

Half-day 9.00am - 1.00pm

Thursday 23rd February 2012

An essential course aimed at people who have to consider risks not only to themselves but to others as part of their work. At the end of the course you will be able to identify, minimise and record risks in the workplace.

Trainer: Jacqui Tough, GCVS

COSTS: £65 M, £85 NM

REHIS Elementary Certificate in Health & Safety

9.00am – 5.00pm

Wednesday 1st February 2012



A one-day course certified by the Royal Environmental Health Institute of Scotland providing basic health and safety awareness for all levels of staff. This nationally recognised certificate requires successful completion of a short multiple-choice examination at the end of the course. Individual participants are welcome as are block-bookings from organisations who wish to utilise the course as part of an induction programme.

Trainer: Jacqui Tough, GCVS

COSTS: £80 M, £100 NM

NaRS Emergency First Aid at Work **Thursday 29th March 2012**

A six hour course providing knowledge on how to act as an appointed person to take charge of the first aid arrangements, including looking after first aid equipment and facilities and calling the Emergency Services when required. From October 2009 HSE will approve this as a first aider qualification.

Trainer: Jacqui Tough, GCVS

COSTS: £132 M, £182 NM
includes cost of NaRS booklet

Microsoft Office 2003 and 2007.

Which version are you?

We have listened to our customers over the past six months and it is very clear that some people would like training on the 2003 Microsoft that they are very familiar with, whilst others want to learn on the 2007 package. To meet this need, we are running courses in both versions.

Unsure which version your organisation uses? Or simply want to talk through the best option for you? Contact the GCVS training department on 0141 332 2444 or email stacey.anderson@gcvs.org.uk and we will be happy to advise.

2003



Introduction to Microsoft Excel 2003

Monday
27th February 2012

For people who have little or no knowledge of Microsoft Excel and who want to develop more skills. Through a series of exercises, participants will learn what Excel is capable of. We look at how to create a worksheet, enter and manipulate simple data, use the worksheet to create simple repeating calculations, colour-coding and much more.

Trainer: Consultant trainer Kate McGarrigle



FTO Eligible

COSTS: £120 M, £170 NM

Introduction to Microsoft Access 2003

Monday
5th March 2012

This course is offered to people who may have little or no knowledge of Microsoft Access. Through a series of exercises, participants will learn about designing databases, queries and reports.

Trainer: Consultant trainer Kate McGarrigle



FTO Eligible

COSTS: £120 M, £170 NM

Intermediate Microsoft Excel 2003

Wednesday
28th March 2012

For people who have some knowledge of Microsoft Excel and who want to develop more skills. Through a series of exercises, participants will learn how to format cells, manage worksheets, use formulas and functions, create charts and much more.

Trainer: Consultant trainer Kate McGarrigle



FTO Eligible

COSTS: £120 M, £170 NM

Intermediate Microsoft Access 2003

Monday
16th April 2012

This course is offered to people who have some knowledge of Microsoft Access and want to develop more skills. Through a series of exercises, participants will learn how to edit data, run advanced queries, forms, reports and much more.

Trainer: Consultant trainer Kate McGarrigle



FTO Eligible

COSTS: £120 M, £170 NM

Introduction to Microsoft Publisher 2003

Wednesday
8th February 2012

For people who may have little or no knowledge of Microsoft Publisher. Through a series of exercises, participants will learn how to create professional looking publications and marketing material.

Trainer: Consultant trainer Kate McGarrigle



FTO Eligible

COSTS: £120 M, £170 NM

**NEW to GCVS
by popular demand**



RUNS TWICE
Tuesday 24th April 2012
or Tuesday 24th July 2012
Half-day 9.30pm - 12.30pm

Spotting the difference

A brisk overview of the main differences between the 2003 and 2007 Microsoft packages

Lots of organisations are now in the throws of changing from 2003 to 2007 Microsoft. The change is eventually worthwhile - but the differences between the two systems are very significant and that is leading to organisations losing significant desk-time as people find their way around 2007 by trial and error. Avoid that pitfall by coming on this little session, where we will take you through the main differences. We will concentrate on Word and Excel, but also look at the other Microsoft tools.

Trainer: Consultant trainer Kate McGarrigle

COSTS: £70 M, £90 NM



Introduction to Microsoft Excel 2007

**Wednesday
9th May 2012**

For people who have little or no knowledge of Microsoft Excel and who want to develop more skills. Through a series of exercises, participants will learn what Excel is capable of. We look at how to create a worksheet, enter and manipulate simple data, use the worksheet to create simple repeating calculations, colour-coding and much more.

Trainer: Consultant trainer Kate McGarrigle

COSTS: £120 M, £170 NM

Introduction to Microsoft Access 2007

**Thursday
24th May 2012**

This course is offered to people who may have little or no knowledge of Microsoft Access. Through a series of exercises, participants will learn about designing databases, queries and reports.

Trainer: Consultant trainer Kate McGarrigle



COSTS: £120 M, £170 NM

Intermediate Microsoft Excel 2007

RUNS TWICE:
Wednesday 11th January 2012
or Wednesday 20th June 2012

For people who have some knowledge of Microsoft Excel and who want to develop more skills. Through a series of exercises, participants will learn how to format cells, manage worksheets, use formulas and functions, create charts and much more.

Trainer: Consultant trainer Kate McGarrigle



COSTS: £120 M, £170 NM

Intermediate Microsoft Access 2007

RUNS TWICE:
Tuesday 24th January 2012
or Thursday 28th June 2012

This course is offered to people who have some knowledge of Microsoft Access and want to develop more skills. Through a series of exercises, participants will learn how to edit data, run advanced queries, forms, reports and much more.

Trainer: Consultant trainer Kate McGarrigle



COSTS: £120 M, £170 NM

Introduction to Microsoft Publisher 2007

**Monday
30th April 2012**

For people who may have little or no knowledge of Microsoft Publisher. Through a series of exercises, participants will learn how to create professional looking publications and marketing material.

Trainer: Consultant trainer Kate McGarrigle



COSTS: £120 M, £170 NM



Book up for any of the GCVS Essentials events through our website at www.gcvvs.org.uk/events. For more information, email john.robertson@gcvvs.org.uk

Each GCVS Essentials event will be publicised separately through the usual GCVS channels.

Signs of the Times

A two day training course to support people working with and in communities

**A TWO DAY COURSE:
Wednesday 29th February 2012
and Wednesday 7th March 2012**

There has never been a more dynamic time to be working with or in communities. The economic climate, rising unemployment, welfare changes, cuts and changing priorities have created a cauldron of change that is impacting on both workers and the people they work with.

However adverse situations can bring out the best in people. Confident, knowledgeable and skilled workers are more needed than ever. How can you support and empower people in communities to rise to the current challenges and opportunities?

This two day programme will

- Examine the current national and local context and how it impacts on the people you are working with
- Support you to identify how you could better support people
- Explore where your strengths and learning needs lie
- Share learning tools and skills to strengthen your effectiveness
- Enable you think about your work and future positively

The course will be of benefit to people working in a number of different community and regeneration settings, particularly those who feel disconnected from other workers.

It is funded through Education Scotland Community Learning and Development Work Force Development Funding so is free of charge.

However the true cost of the programme is £240 per person. Therefore this is a great opportunity and we would encourage you to sign up. Please make sure that if you sign up you are able to come to both days – no fee does not mean no cost!

Trainers: Consultant Trainer Steve Brown and GCVS Senior Manager Helen Scammell



FREE

This event is supported by the Scottish Government

Protection of Vulnerable Groups - the new legislation March 2012 date tbc

The Scottish Government has introduced a new membership scheme to replace and improve upon the current disclosure arrangements for people who work with vulnerable groups. The legislation is certain to impact upon voluntary sector organisations who work with either children or vulnerable adults. These sessions from GCVS are your chance to find out what you need to know.



COSTS: £38 for one delegate £65 for two

Meet the Funders

Wednesday 23rd May 2012

This event will use a mix of expert speakers, workshops on various aspects of funding and one-to-one consultancy advice. There will also be a marketplace of up to twelve of the major funders, where you can talk about your own organisation or project and find out how best to officially approach them for funding or other help.

COSTS: £70 for one delegate £130 for two

Scottish Charitable Incorporated Organisations (SCIO)

The Scottish Charitable Incorporated Organisation (SCIO) is a new legal form for registered Scottish charities. They will be available from 1 April 2011. The SCIO has been developed to reduce the burden on charities who wish to incorporate. It takes away the need for dual reporting to both OSCR and Companies House.

A CHOICE OF FOUR SESSIONS
Friday 17th February 2012
Friday 9th March 2012
Wednesday 11th April 2012
Tuesday 8th May 2012

All morning sessions 9.30am - 12.30pm

Advantages of a SCIO include:

- . it is the only legal vehicle specific to charities
- . it has a separate legal personality, which means that property can be held in its name and that it can enter into contracts in its own name
- . it provides limited liability to its members, who do not have to make a contribution if there is a shortfall upon its dissolution
- . it provides protection to third parties and creditors who deal with the SCIO
- . OSCR will be its sole regulator
- . From January 2012, existing charities and charitable companies can convert to SCIO



These sessions are aimed at those organisations who might benefit by changing their legal status. They will be led by Isobel Traynor, the GCVS expert on Charity Law and will look at:

- . **The pros and cons of SCIOs. Is a SCIO right for your organisation?**
- . **Meeting the SCIO requirements e.g. reporting to OSCR on an annual basis.**
- . **The basics of setting up a SCIO - and who has fuller information and guidance**
- . **Applying for SCIO status**

SCIOs could be an ideal legal vehicle for your organisation, so don't miss this!

COSTS: £52 for one delegate, £90 for two

All GCVS Essentials take place at the Albany Learning and Conference Centre.

New from GCVS!

A **FREE**, monthly expert funding surgery from GCVS, exclusively for Glasgow's voluntary and community organisations.



What is First Tuesday?

First Tuesday is a new service from GCVS, aimed at helping Glasgow's voluntary and community organisations to survive and prosper in these difficult times. It will take place, where this is possible, on the first Tuesday of each month, at the Albany Learning and Conference Centre. **We offer a choice of morning or afternoon sessions.**

Who can attend?

The First Tuesday sessions are open to any voluntary or community organisation in Glasgow with an annual turnover of less than £300,000. This limit is because the focus will be on sourcing funding and other types of help for smaller organisations.

How do I book up?

The First Tuesday sessions will be advertised through the GCVS websites, e-bulletins and email, so look out for our information on each session. Alternatively you may book at www.gcv.org.uk/events First Tuesday sessions are hosted at the Albany Learning and Conference Centre.

STOP PRESS... STOP PRESS... STOP PRESS...

The launch of First Funding Stop

9.30am - 12.30pm

The Albany Learning and Conference Centre
Thursday 2nd February 2012



The one-stop, online funding locator

With financial input from Glasgow Community Planning Partnership, GCVS has just become the **ONLY** cvs in Scotland to install the Idox online funding search system. This is a complete, online funding portal that enables community sector support bodies such as ourselves to provide an online funding-search service.

If a huge chunk of your working life is spent searching for funding, then First FundingStop could potentially save you precious days that can be going into service delivery!

Join us on 2nd February, when you will be able to try First Funding Stop for yourself, get a free tutorial and also get signed up for free use at any time.

Book your place online at www.gcv.org.uk/events or email Isobel.traynor@gcv.org.uk

Book quick to avoid disappointment!



The launch event is FREE to GCVS members

By popular demand - another chance to attend our acclaimed, two-day course where you can take time out to think about your organisational future.

FutureMATTERS

Planning for a better organisational future



A two-day learning event:

Friday 4th May 2012 and Wednesday 23rd May 2012

Are you feeling overwhelmed? Worrying about what the future holds?

Scared to raise your head above the parapet? **You are not alone!**

Take your organisation forward in difficult times

We are all coping with the financial downturn and communities in crisis. We have to deal with cuts or, at best, stand-still grant funding. Tight contracts are bringing change on a scale that few of us have experienced before. And it feels like we are running just to stand still.

But DON'T underestimate the importance of stopping and taking time out to think and plan! Organisations that know and plan for the worst and work to understand their value and worth, that are focussed on what is important to them and their communities, will be in a much stronger position to navigate the financial storms - and survive fit and strong and able to respond to the new world.

This programme has been designed to help your organisation's management understand what the future holds. It will provide you with information, help you understand and use tried-and-tested organisational planning tools - but probably just as importantly give you a space to think and plan. Over the two days we will also explore different models, case studies ideas and options around organisational transformation.

The two-day programme is aimed at senior managers, project leaders and boards and will be a mixture of learning, work and space to think - so ideally you will come in pairs or small groups from your organisation.

Day One:

- . Setting the scene for the two days
- . Taking stock of the current operating environment
- . An introduction to organisational planning tools and an assessment of your own organisation's capacity
- . Planning the afternoon
- . In individual organisation pairs/groups - using the tools to begin planning.

Day Two:

- . Recap on day one
- . The impact of the current environment on our organisations
- . Feedback from groups and discussion
- . Organisational change
- . Future Planning
- . Feedback on the two days and discussion on future needs

A TWO DAY COURSE
Friday 4th May 2012
and Wednesday 23rd May 2012



**Trainers: Consultant Trainer John Ithell
 and GCVS Senior Manager Helen Scammell**

COSTS FOR TWO DAYS:
One delegate: £260 M, £360 NM
Two delegates: £460 M, £700 NM

Managing people

This course is ILM endorsed



Your opportunity to take part in our acclaimed, ILM-endorsed, Managing People course.

Over five days you will explore almost all aspects of managing people, from the essentials of employment law to key interpersonal skills. Participation on this course is a must for the manager who wants to get the best from their team.

- . Feel more confident and empowered in managing staff.
- . Improve your working environment and your employee relations.
- . Create a positive working environment.
- . Get the right person through fair, lawful and accountable selection processes.
- . Look at performance management and review your own procedures and skills.
- . Learn to manage people effectively and to help staff achieve their objectives.
- . Examine different problem scenarios, and gain the confidence to deal with them.
- . Explore the implementation of learning within a team.

**RUNS TWICE
A FIVE DAY COURSE**

Wednesday 15th February,
Thursday 16th February,
Thursday 8th March,
Friday 9th March
and Friday 30th March 2012

or

Wednesday 13th June,
Thursday 14th June,
Wednesday 4th July,
Thursday 5th July
and Wednesday 25th July 2012

All days 9.00am - 4.30pm

ILM endorsed training

The course is endorsed through the Institute of Leadership and Management (ILM) and delegates will receive the Institute of Leadership and Management certificate.



Save on costs!

The five days of ILM-endorsed training is delivered at £900 for our member organisations and £1100 for non GCVS members.

This is typically less than half the cost of similar training from private organisations.

Trainers: Linden Stables, GCVS and consultant trainer Angela Evans

COSTS: £900 M, £1100 NM

New to managing



RUNS TWICE:
Monday 16th January 2012

or

Thursday 3rd May 2012

This course will help new managers and supervisors understand their role as first line managers, introduce a number of key functions and tasks of first line managers, explore basic skills required, consider participant's management styles and attitudes to management and allow them to begin planning for their own ongoing development needs.

Trainer: Consultant trainer Joette Thomas

COSTS: £145 M, £195 NM

Supporting and supervising staff



RUNS TWICE:
Friday 23rd March 2012
or Wednesday 27th June 2012

This course covers the meaning, purpose and function of supervision, plus models and systems for supervision, drawing up supervision contracts, styles of supervision, problems that may arise and the skills needed by a supervisor.

Trainer: Linden Stables, GCVS

COSTS: £145 M, £195 NM

Optimistic leadership: leading an optimistic organisation

Wednesday 25th April 2012



It is said that good leaders remain optimistic in the face of the most difficult of circumstances. But what does that mean? It is not about being unrealistically positive about every bad event. Rather, it is about bringing an optimistic lens to all our management, be it tough times or easy times. In this course we will define optimism and think of its practical applications in meetings, when dealing with others, managing, the things that go wrong and preparing for the future. The course will have a mixture of theory and practice.

Trainer: Consultant trainer Isobel MacNaughtan



COSTS: £145 M, £195 NM

Introduction to Project Management

RUNS THREE TIMES:
Tuesday 17th January 2012
or Tuesday 24th April 2012
or Tuesday 7th August 2012



Project management is one of the best methods of managing an organisation in today's environment of short term funding regimes. Used properly it maximises the organisation's effectiveness using a complex mix of hard and soft management skills. This course will investigate the best method of planning, organising and controlling your project(s) and equip you with the necessary tools to manage effectively.

Trainer: Consultant trainer Steve Brown

COSTS: £145 M, £195 NM

Developing Project Management skills

RUNS TWICE:
Wednesday 14th March 2012
or Tuesday 3rd July 2012



A follow-up to our very popular introductory course (see above). You may know what needs to happen, but how can you retain control and maintain authority for your projects? The day will include tips and techniques for mitigating the impact when things don't go to plan. You'll explore how to manage stakeholder relationships and expectations and learn how to develop a Critical Plan Analysis.

Trainer: Consultant trainer Steve Brown

COSTS: £145 M, £195 NM

Keeping staff engaged in difficult times

Half day 9.30am–1.00pm



Thursday 31st May 2012

"That's no' ma job...!"

In difficult times it is more important than ever that everyone in an organisation is fully participating, committed and 'doing their bit'. 'Employee engagement' is an academic and business term to mean just that. Engaged employees will behave in ways that benefit the organisation. This participative half day session gives an overview of employee engagement principles plus ideas and techniques on how to help staff to give their best.

Trainer: Linden Stables, GCVS



COSTS: £65 M, £85 NM,

Dealing with discipline and grievances

RUNS TWICE:

This course will provide participants with the knowledge and skills to handle disciplinary issues and grievances in the workplace in accordance with the law and best practice.

Tuesday 28th February 2012
or Tuesday 29th May 2012

Trainer: Linden Stables, GCVS



COSTS: £115 M, £165 NM

Effective communication



Friday 9th March 2012

If you are responsible for staff, volunteers or building relationships in partnership working projects in today's fast paced environment, effective communication skills are essential. This course emphasises specific tools and techniques for improving listening skills, delivering effective messages and bridging different communication styles. This course helps develop the "communications agility" needed to handle interpersonal interactions with a variety of people.

Trainer: Consultant trainer Angela Gribben

COSTS: £115 M, £165 NM

Developing new leaders



Thursday 9th February 2012

This course is designed specifically for Chief Officers who have been in their role for less than 18 months, or undergone significant recent change within their role. Participants will have the opportunity to reflect on their experience of their new role within their organisation, and their effectiveness. Using a variety of coaching tools, including a programme designed specifically for use within the third sector, this takes a fresh approach to personal and professional development.

Trainer: Consultant trainer Joette Thomas



COSTS: £145 M, £195 NM

Developing future leaders



RUNS TWICE:

Monday 23rd January 2012
or Thursday 17th May 2012

This is a combination of experiential and educational learning about the role of the Third sector Chief Officer. We will explore key areas of the role, as well as the skills and qualities of successful leaders, including:

- Leading organisational change – an imperative for every new leader
- Leadership vs. Management. Where are the boundaries, and how do they relate for leaders?
- Working with Boards
- Self-leadership and 'emotional intelligence'
- Theories of leadership

Participants will have the opportunity to reflect on their own experience and identify key areas for professional development in preparation for becoming a future leader, creating an action plan to support their development.

Trainer: Consultant trainer Joette Thomas

COSTS: £145 M, £195 NM



Identify your own and your organisational learning needs

Wednesday 16th May 2012

This course is suitable for anyone wanting to discover more about how to identify learning needs for your organisation or for individual workers. You will learn how to make the best use out of your current resources and to source appropriate training or development to fit the needs of the organisation and individual worker.

Trainer: Ruth Farquharson, GCVS



COSTS: £115 M, £165 NM

Leading and innovating in uncertain times

Monday 19th March 2012

The current context in which we are working presents unprecedented challenges, as well as new opportunities, for the third sector. For many senior staff, it requires new ways of thinking and taking action. This course presents an opportunity to think through some of these current risk and opportunities in a structured format, with the support of your peers. There will be a focus on the role of leaders in creating organisational cultures which support innovation, as well as leadership skills and approaches for supporting organisations, and staff, through periods of uncertainty and change. Key topics include:

- Organisational Creativity and Innovation
- Developing Organisational Culture
- Leading during periods of change and uncertainty
- Planning to manage 'Wicked Problems'



Trainer: Consultant trainer Joette Thomas

COSTS: £145 M, £195 NM

Some popular theories of management: a brisk overview

RUNS TWICE:
Tuesday 24th January 2012
or Wednesday 2nd May 2012

This one-day course is a must for anyone who likes to think about staff performance. How does your team interact? Are there blocks to creativity? Can you increase staff – or volunteer - fulfilment by changing the dynamics of the workplace? We look at four world-famous and well-established theories of interaction within the workplace, and discuss how they can benefit your organisation. They are:

- **Gomms Power of the Professional** – looking at our perceptions of power in the workplace and how they are viewed by workers, for good or ill (do they consider you an ogre, or a pushover)
- Eric Berne's Transactional Analysis – Berne's famous Adult, Parent, Child analysis of human relationships. Which one are you...?
- **Belbin's Theory of Team Roles** – Horses for courses - have you got a creative innovator wading, bored, through documents? Do you have a researcher hiding their talents?
- **Tuckman's Theory of Team Development** – the renowned Forming, Storming, Norming, Performing (aka Stormin' Normin'). People do not like change. This looks at the stages of change – from resistance to performance.

The day will include looking at your own practice and organisation.



Trainer: Ruth Farquharson, GCVS

COSTS: £115 M, £165 NM

Managing challenging situations

Thursday 22nd March 2012
or Thursday 16th August 2012

This course has been designed for managers, supervisors and team leaders. It is an interactive course that aims to develop the skills required to manage the challenges of people management. Typically, we look at strategies for managing the person who under-performs; managing emotions in highly-charged situations; giving feedback and direction; managing conflict in teams and asserting the right to manage with confidence.

Trainer: Consultant trainer Angela Gribben



COSTS: £145 M, £195 NM



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Don't worry about telling us that your organisation has attended the requisite number of courses to access this offer. We'll keep the score, and let you know when your £100 credit has been obtained.

Developing Your Organisation

Developing your organisation is a constant process, and especially important when the economy is stagnating. This programme provides you with expertly-facilitated time out to learn about organisational development.

A FIVE DAY COURSE:
Monday 30th January 2012
Tuesday 31st January 2012
Wednesday 22nd February 2012
Thursday 23rd February 2012
and Monday 26th March 2012

We will use a variety of learning tools, processes and organisational change theories in a series of modules and coaching sessions. **And crucially, over the duration of the learning programme, you will actually work upon an organisational development initiative that is tailored to your own organisation's needs.**

By learning together with other organisations on the programme you will broaden your applied working knowledge about how change happens, as well as creating a network of peers who are sharing the challenge. The programme takes five days, spread over three months. We start with a two-day module, followed by individual coaching sessions, then another two-day module, more coaching and a final review day.

To get the best from this programme, we encourage organisations to send two participants at management / development worker level who can work together in implementing the planned organisational change that comes out of this learning.

Modules One and Two

Monday 30th and Tuesday 31st January 2012

- Exploring the context
- Conducting an organisational review
- Stages of organisational development
- Theories of organisational change
- Shaping your change project, including supporting structures within your organisation
- Using the service development cycle (Boston Matrix)



Modules One and Two will be followed by individual coaching sessions of 1.5 hours for each organisation. These will concentrate on developing your plans and helping you to decide what areas to focus upon.

Modules Three and Four

Wednesday 22nd February and Thursday 23rd February

- Developing organisational culture
- Mapping the immunity to change
- 'Wicked problems'
- Risk and Innovation
- Understanding roles, power and authority in relation to change
- Positioning your organisation

Followed by another individual coaching session of 1.5 hours for each organisation.

Day Five: Review day

Monday 26th March 2012

Action Learning sets looking in more detail at the issues that have emerged.

Course materials developed by Craighead Institute

This development programme draws from the materials and experience of the Craighead Institute's Diploma in Organisational Development, Leadership and Facilitation, which is run in conjunction with Glasgow University.

Trainers: Joette Thomas and Duncan Wallace, The Craighead Institute

The normal cost of the entire programme is £1400 per organisation for two participants, including all materials, lunch and refreshments. But thanks to a potential grant of up to half the cost per attendee, the course could cost you only £700 for two places. See page 4 for details.

COSTS: £1400 for two places



Assertiveness and confidence building



Tuesday 6th March 2012
or Tuesday 26th June

This interactive course is designed to help people handle others in a confident and assertive manner. It is for people who feel they don't always stand up for themselves or their point of view, and for those who feel uncomfortable or "it comes out all wrong" when they speak out in certain situations. In this course delegates learn how to put their views across without being aggressive or offensive and how to respect their rights and those of others.

Trainer: Consultant trainer Angela Gribben

COSTS: £115 M, £165 NM

Report writing



Thursday 1st March 2012
or Friday 15th June 2012

This course helps you to approach report writing as a challenge rather than a chore, and gives you the skills and techniques to produce clear, readable reports. We look at getting clarity about what is needed, getting organised and getting going. Explore lots of techniques to help overcome writers block.

Trainer: Consultant trainer Angela Gribben

COSTS: £115 M, £165 NM

Handling difficult situations



RUNS TWICE:
Friday 27th January 2012
or Tuesday 15th May 2012

This is a general course intended for people who work with others to address issues that commonly arise in teams, with bosses and colleagues. The course provides an opportunity for personal reflection and bespoke action planning. To be sure that this course will meet your needs we will send you a pre-course questionnaire to be completed before your place on the course is confirmed. Gain perspective, skills and confidence in handling difficult situations involving people at work.

Trainer: Consultant trainer Angela Gribben

COSTS: £115 M, £165 NM

Time management



RUNS TWICE:
Tuesday 20th March 2012
or Friday 6th July 2012

This course explores the techniques used to assess and improve the use of time in the workplace. It will enable an appreciation of the importance of time management for individuals and teams.

- identify your own time and workload problems
- explain the consequences on others of your various difficulties
- identify strategies to improve your time management
- draw up an action plan to improve one aspect of how you work

Trainer: Bridgid Corr, GCVS



COSTS: £115 M, £165 NM

Minute taking



Wednesday 22nd February 2012
or Tuesday 22nd May 2012

This course will develop your skills in recording minutes accurately and effectively. It is suitable for anyone who has to record details of meetings. The course will be very practical and you should bring meeting notes or minutes that you have already drafted for reviewing and redrafting during the course. The course covers:

- Concerns about minute taking and writing minutes
- The range and purpose of meetings
- The role of the Secretary and Chairperson
- Extracting relevant information
- Different types and styles of minutes
- Conventions of minute taking – language, tenses, numbering
- Practical exercise in writing and redrafting minutes.



Trainer: Bridgid Corr, GCVS

COSTS: £115 M, £165 NM

Introduction to Sage Line 50

Monday 6th February 2012

This is for those who are new to using Sage Line 50 or are considering purchasing it. The course is a basic introduction and covers topics such as setting program defaults, setting up customer and supplier accounts, inputting opening balances, customising the nominal ledger, producing the trial balance, processing credit and cash transactions, producing various reports etc. The course will also take a brief look at financial and management information that can be produced by Sage and discuss more advanced features that future courses may cover.

Trainer: Consultant trainer David Egdoll



COSTS: £120 M, £170 NM

Intermediate Sage Line 50

Wednesday 18th April 2012

Building on the Introduction to Sage course delegates will learn how to use VAT principles to generate VAT returns, produce bank reconciliations and produce a variety of reports such as budget reports and profit and loss accounts to aid management reporting.

Trainer: Consultant trainer David Egdoll



COSTS: £120 M, £170 NM

Photoshop basics

Monday 20th February 2012

Aimed at people with little or no experience of Adobe Photoshop, we will explore the basic principles behind image manipulation and work practically with your images to put those principles to work.

Trainer: Consultant trainer Rachel Jury



COST: £120 M, £170 NM

InDesign basics

Tuesday 27th March 2012

This course is aimed at people with little or no experience of Adobe InDesign and participants will explore the basic principles behind desktop publishing and work practically with projects from newsletters, to posters to reports.

Trainer: Consultant trainer Rachel Jury



COST: £120 M, £170 NM

Don't miss
this!

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The GCVS Employers' Advice Service



Helping employers to be good employers

Do you need help with the responsibilities of being an employer?

Whether your organisation employs one person, fifty, or five hundred your obligations as an employer, and their rights as employees are virtually the same... and voluntary sector employers are subject to the same employment laws as the private and public sector.

The costs of getting it wrong can be huge, with an impact on morale, internal and public relations, time wasted, and not least, expensive financial claims.

Very few small-to-medium sized organisations can afford to employ a personnel specialist, and that's what this service offers you. **Help when you need it... and before!**

Peace of mind that professional HR expertise is only a phone call away.

If you are looking for ongoing support you can join the EAS and get:

- . Unlimited telephone or email advice
- . Up to 4 hours consultancy time
- . Discounted rates for employment lawyers
- . Discounted medical reports
- . Quarterly bulletins on employment law and practice

The subscription cost is based on how many staff you have, and starts from as little as £245. That's a full year's help for less than the cost of 2 hours of a lawyer's time!

Training and consultancy also available

We offer training and briefing sessions that can be tailored to suit your needs. Or, if you need help with a one-off bit of work we can help through our bespoke consultancy service.

Our past consultancy work has included: staff handbook reviews, restructures changing terms and conditions of employment, redundancies and closures, performance management reviews.

Our charges are always fair, and based on an hourly, half day or full day rate.

Talk to us today to find out how we can help you

Linden Stables

Employers' Advice Service Manager

Glasgow Council for the Voluntary Sector

linden.stables@gcvs.org.uk

Tel: 0141 354 6515





Training tailored to your needs

We're here to help!

GCVS has over 30 years' experience of delivering bespoke training and learning.

The courses in this calendar represents just some of the types of training and learning that GCVS can deliver.

We can also tailor training content so that it fits with your needs and you get the most out of the learning.

We work with a wide range of trainers and consultants to deliver courses, so even if you don't see the topic you need listed here, ask us and we will be happy to discuss how best we can deliver bespoke training that suits you.

We will also be happy to provide training rooms at the Albany Learning and Conference centre or, if it suits you better, we can deliver training at your own premises.



We will delighted to tailor our training to your own organisational needs.

If you are interested in bespoke training, or would just like further advice on the subject, contact our training team on **0141 332 2444** to find out how we can help your organisation. Or email: john.robertson@gcvs.org.uk



Ask us about our bespoke I.T. training service



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