



Training Courses & Information



Community Councils – Local Democracy in Action

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On -Line Learning

This site contains lessons and tutorials for Community Councils and their members, along with toolkits and resources to assist in daily governance.

The site provides four public modules which anyone can review and use. In the near future we will be adding new modules specifically for community councils and their members.

Introduction to Community Councils

Module 1 What is a Community Council?

Module 2 How a Community Council is Established.

Module 3 How Does a Community Council Work.

Module 4 Role of a Community Council.

Each module is accompanied with appropriate reading resources.

Log into our training course website.

Web site - <http://www.ascc-learning.org.uk>

Downloadable Toolkits

Facilitation

1. Active Listening
2. Breakout Groups
3. Dialogue
4. WordStorming

Decision Making

1. Action Agenda
2. Consensus Building
3. Creating a Vision
4. Defining Issues
5. Goal Setting
6. Setting Priorities

Information Gathering

1. Focus Groups
2. Group Mapping
3. Inventory
4. Stakeholder Analysis

Written Communication

1. Brochures & Flyers
2. Newsletters
3. Newspaper Questionnaires
4. Press Releases

Web site

<http://www.ascc-learning.org.uk>

Members Only On- Line Training (Autumn 2011)

Members of Association of Scottish Community Councils can access further Training Courses on registration.

Good to Great Leadership Program

Aims

To support experienced Community Councils explore methods of Leadership

Objective

Community Councillors will develop a greater insight into their existing skills and knowledge and how to apply their skills with in their remit as a Community Councillor.

Module 1 Leadership Skills

Module 2 Ethical Leadership

Module 3 Emotional Intelligence

Module 4 Communication

Module 5 Active Listening

Module 6 Preventing 'Groupthinking'

For more information on how members can register to access this training email: ndo@ascc.org.uk



ACCREDITED TRAINING



Accredited Courses

The Association of Scottish Community Councils is proud to be able to present Training Courses which are accredited by the Institute of Commercial Management. This accreditation provides assurance that our courses meet a professional standard.

Candidates will undertake private pre course study, attend a Facilitated session, complete and submit course work for internal and external verification. On successful completion and verification the candidate will be awarded certification from ASCC and ICM

Available Courses

Conflict Handling,	Equality Act 2010,
Emotional Intelligence,	Great Leadership Skills,
Listening Skills,	Leading Effective Teams,
Leading Meetings,	Presentation Skills,
Participating in Meetings,	Train the Trainer,
Diversity,	Mentor Training,
DATA Protection,	Facilitation Skills,

Course Information

Handling Conflict

Duration: One day.

Intended for:

Conflict is an inevitable part of daily life. Whether we are part of the conflict or merely an observer, its effects can have a heavy impact. Learning to manage conflict is a positive skill, which empowers and creates confidence. It can also improve relationships, save money and ultimately increase productivity.

This **conflict handling** training course is effective for all that deal with conflict, which really means everyone!

There is a way to approach conflict in which we can reach a win/win and collaborate to a successful conclusion for all involved. This session will focus on bringing about an end to participant's conflict situations quickly, cost-effectively and with as little discomfort as possible.

This session will provide participants with the skills, knowledge and awareness necessary to display a positive approach to conflict handling.

Objectives:

At the end of this session participants will be able to:

- Define conflict and how to identify it
- Explain positions and interests and why conflict is so hard to resolve
- Identify the stages of conflict and the five methods of dealing with it
- Follow set approaches to handling conflict

Emotional Intelligence

Duration: One day.

Intended for:

Emotional intelligence, also referred to as EI or EQ (emotional quotient), is one of the most important ideas to hit the organisation world in recent years. It is based on the notion that the ability of individuals to understand their own emotions, and those of the people they work with, is the key to better organisational performance.

Contents:

Although there have been some over-hyped claims made in the past about the benefits of EI. There is substantial evidence that EI can improve personal performance.

Traditionally, the emphasis when evaluating potential performance has been on intellect. Now compelling research indicates that emotional intelligence can be just as important as IQ for outstanding performance.

This session sets out to provide participants with the fundamental knowledge required to develop their awareness of EI and in doing so help them to perform more effectively.

Objectives:

At the end of this course, participants will be able to:

- Be aware of emotions and the impact they have on their performance
- Recognise and understand emotions in others and how to adapt their behaviour to suit
- Regulate their emotions and so enhance performance
- Handle and inspire emotion in others

Listening Skills

Duration: Half day.

Intended for:

The ability to communicate effectively is essential in any organisation. However, our ability to communicate well is seriously undermined if this is not underpinned by good **listening skills**.

The ability to listen effectively is so important that it is worthy of a training session in its own right.

This half day session can be used as a stand-alone programme or can be used within a wider programme where **listening skills** are important. It provides participants with basic but effective techniques to ensure that they listen effectively on a consistent basis.

Objectives:

During this workshop participants will be given the tools to:

- Explain why listening skills are important
- Identify key reasons why we can fail to listen effectively
- Adopt simple techniques they can always use to ensure that they listen effectively

Leading Meetings

Duration: One Day.

Intended for:

Meetings do not always enjoy a particularly good reputation. In many organisations they are often unproductive. The person leading the meeting can influence that reputation and ensure that meetings are productive and rewarding for the participants.

This course are aimed at people who are involved with leading meetings and provides them with practical advice that they will be able to make use of straight away.

Objectives:

By the end of this session your delegates will be able to:

- Provide focus for their meetings through the use of effective objectives and agendas
- Control their meetings to ensure they are effective
- Ensure that agreed actions are assigned and recorded
- Close their meetings effectively.

Participating in Meetings.

Duration: Half Day.

Intended for:

Meetings do not always enjoy a particularly good reputation. In many organisations they are often unproductive. This is often because participants of meetings fail to follow a few simple ground rules. This is partly because we provide training for the people leading the meetings, but don't always train the other participants.

This short workshop is not aimed at those people leading meetings but will help provide the necessary training to its participants.

Objectives:

By the end of this session delegates will be able to:

- Prepare effectively for the meetings they attend.
- Understand their role.
- Participate effectively in meetings by following a few simple ground rules.

Diversity

Duration: One day.

Intended for:

This training course covers the sensitive issue of **diversity** and is intended for all.

Contents:

Diversity is about difference. Essentially, a valuing diversity approach focuses on the positive aspects of the differences between people. It recognises that the different backgrounds, values, attitudes, skills and experiences that people have means that they bring a unique perspective to work issues.

The aim is to create a culture that truly values the diversity of its people, includes them, listens to them, uses their unique qualities and provides opportunities for them to achieve their potential.

This session sets out to develop the delegates understanding of diversity and the possible consequences of ignoring the issue, and in particular to help their awareness.

Objectives:

At the end of this training course participants will be able to:

- Promote a culture which, values peoples' difference, and which challenges any threat to an individual's dignity and well-being
- Define diversity, bullying and harassment and understand the effect on victims of such behaviour
- State their role in challenging inappropriate behaviour and the impact they can have on changing the culture.

DATA Protection

Duration: Half Day.

Intended for:

These training course materials refer to the **Data Protection Act** 1998, which came into force in the UK on 1 March 2000. And subsequent amendments

This training will help develop participant's awareness of the data protection act and management of within Community Council practice..

By the end of this training course your participants will be able to:

- Outline the rights of individuals set out in the Data Protection Act
- Recognise 'Personal Data' and 'Sensitive Personal Data' as described in the Act
- Handle data in accordance with the data protection principles set out in the Act

Equality Act 2010

Duration: Half Day.

Contents:

Whatever our role within an organisation, we need to know about equality. Whatever the sector an organisation is in or whatever the type of systems and processes it uses, equality issues are all around.

The course materials have been designed to assist with achieving an understanding of how the Equality Act 2010 and equality issues in general affect every day lives. Using exercises and factual information, it examines the context of the Act, the devil in the detail and real life application. Participants will take away a practical model to enable them to assess equality back at base.

Objectives:

This course will enable participants to:

- Recognise the key features and context of the Equality Act 2010
- Describe the types of discrimination and various protected characteristics
- Identify the impact of the Equality Act on colleagues, on your organisation and on working life
- Create a brief plan to review equality in your workplace which outlines necessary measures for improvement.

Great Leadership Skills

Duration: One Day.

Intended for:

This **leadership skills** training course will provide the basis on which participants can cultivate great leadership skills. They look at the inclusive approach to leadership, where the leader focuses on achieving results through those around them, including others in their decisions and working with the organisation to achieve greatness.

There are three elements of leadership that the training will focus on, these are: Personal Leadership, Team Leadership and Task Leadership.

The leadership skills training course will benefit participants that are relatively new to the role of leadership or are in need of a fresh perspective to their leadership role.

Anyone in a position of leadership would benefit from the programme.

Contents:

Leadership is an attribute that is often shrouded in mystery and frequently people are placed in leadership roles when they have no idea what leaders truly do.

Modern leadership is moving away from the 'command and control' ideal and the role has become more focused on how to unlock the power and potential of those around you. People want to be respected and valued, the great leader recognises this and is self aware enough to encourage and develop the strengths of others to achieve the goals of the organisation.

Objectives:

At the end of this session, participants will be able to:

- Clearly define the core requirements of Personal, Team and Task Leadership
- Increase their self-awareness and develop a positive approach to leadership
- Utilise clear methods of getting the best out of their team and those around them
- Implement working practices that will assist them in becoming a great leader

Leading Effective Teams

Duration: One Day.

Intended for:

This training course Leading Teams will help develop anyone that leads a team or is involved in a leadership role. It is also useful for those that are about to embark on a position of leadership or need to develop their leadership skills.

Contents:

Having an effective team around you is crucial. However, it is an area that is often left to chance, which can lead to de-motivated individuals that do not feel part of the organisation and consequently do not perform. This course looks at what it takes to lead an effective team and how you can get the best out of the people in it by understanding the role of leader, both personally and from the point of view of the team.

Objectives:

By the end of this training course participants will be able to:

- Explain the qualities of an effective leader
- Benchmark themselves against those qualities and develop actions to improve
- Explain the difference between leading and managing
- Explain the value of sharing the organisation vision with the team
- Develop team goals based on the organisation vision
- Motivate their colleagues by understanding their drivers and developing actions to support them
- Deal with difficult colleagues members
- Challenge colleagues in a meaningful and effective way
- Coach colleagues effectively using a simple process

Presentation Skills

Duration: One Day.

Intended for: Anyone that currently presents or is due to present to small or large groups.

This session will provide your delegates with the ideas and techniques to help them feel more confident about presenting, and will help them to become an effective presenter.

Objectives:

At the end of this presentation skills training course your participants will be able to:

- Plan a presentation keeping the audience in mind
- Develop clear objectives for their presentation
- Use 'attention grabbers' to enhance their opening
- Develop effective visual aids
- Use several different methods and tools for presenting
- Use positive presentation style behaviours
- Practice their skills of presenting

Facilitation Skills

Duration:

One day.

Intended for:

These **Facilitation Skills** training course materials are designed for anyone who is involved in facilitating groups whether as part of a formal meeting, a training course or general facilitation of groups of individuals.

The facilitation skills training materials will equip participants with knowledge and skills to enable them to identify effective facilitation, where intervention is required, what tools to use and when to use them.

At the end of this facilitation skills course your participants will be able to:

- Explain what facilitation is and in what situations supporting and challenging should be used
- Identify group dynamics and recognise what intervention is needed depending on the situation and the individuals within the group
- Put into practice, tools and techniques learnt during the course to enable successful facilitation

Mentor Training

Duration: One day.

Intended for:

This course has been designed to provide advice, support and guidance to anyone that may be taking on the role of mentor. Therefore, the mentor training course is aimed at anyone who has been asked to take up the role of mentor or may be asked as part of their role.

Mentoring is a learning support mechanism where an experienced person provides guidance, knowledge and advice to someone who is in development or has less experience in a given topic or function.

The role of mentor is a very important one and whether the relationship is formal or informal, the fact is that a good mentor can be instrumental in the development of not only a mentee's skills and knowledge, but also their behaviour, attitude and social outlook.

Objectives:

At the end of this session your participants will be able to:

- Explain the mentor/mentee relationship and the roles and responsibilities
- Develop a clear set of guidelines and principles for a successful mentor relationship
- Understand and use specific tools to help you provide effective support for the mentee
- Confidently deliver exceptional mentor support

Train the Trainer

Duration:

3 days - Can be adjusted to suit individual training and/or team requirements.

Intended for:

As you would expect with a course on '**Train the Trainer**', this training encapsulates everything that is important when developing others. The train the trainer course ensures that participants not only learn the principles of perfect development, they are also immersed in the concept throughout.

Contents:

This train the trainer training course is delivered over three days and contains four key sections, which break down as follows.

Section 1 - Learning Theory

Section 2 - Preparing the Training

Section 3 - Training Delivery

Section 4 - Practical Training Sessions and Feedback

Objectives:

This train the trainer workshop will provide your participants with the tools to be able to develop and deliver successful Training on Community Council

Functions:

Further Information

To accommodate differing learning preferences all On Line Training can be facilitated.

Course	Topic	Fee per Member	Fee per Non Member
On line Learning	Introduction to Community Councils	Free	Free
On line Learning	Tool Kits	Free	Free
On Line Learning	Good To Great Leadership	Free	£15.00
Accredited Training	Half day Course	£10.0	£20.00
Accredited Training	One Full Day Course	£10.00	£30.00
Accredited Training	Training for Trainers (3 Days)	£15.00	£ 40.00

NB. Fees are necessary to cover external verifying and certification administration.

Course Enquiries to:

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