

advice skills academy



autumn / winter 2018/2019

training

www.adviceskillsacademy.org.uk



autumn / winter training

Advice Skills Academy has arranged a new short programme of training for Autumn / Winter. There's a mix of leadership and management subjects (ideal for those looking to develop for new roles), as well as useful training for front-line workers, on mental health awareness, how to manage busy workloads, as well as training on mentoring, as part of the new ASA pilot mentoring programme.

October 2018

- ◆ Mentoring

November 2018

- ◆ Managing projects
- ◆ Leading and motivating a team effectively
- ◆ Mental health awareness for frontline staff
- ◆ Stay focused, stay well - skills and strategies for managing high workloads in advice services

January 2019

- ◆ Mental health awareness for frontline staff

To book on any of the training email:

contact@adviceskillsacademy.org.uk

mentoring

Tuesday 9 October 2018

Ideal for those who want to pass on their knowledge and experience, this mentoring training will give you the knowledge and understanding to enable you to mentor people from across the Advice Skills Academy partnership.

This one day session will help you to understand:

- The nature and purpose of workplace mentoring
- The difference between informal and formal mentoring
- The roles and responsibilities in a mentoring relationship
- The knowledge, skills and behaviour of a workplace mentor
- The range of approaches to establishing and maintaining quality mentoring records

managing projects

Thursday 8 and Thursday 22 November 2018

Projects play a key part in the delivery of services these days, so knowing how to plan and manage them is becoming an increasingly in-demand set of skills. This course is ideal if you are planning projects, fundraising for projects, or moving into project management.

Delivered over one and a half days, this course will help you to:

- Understand what projects are, and the key stages in project delivery
- Start planning projects, using tools and techniques to help identify key objectives, resources needed for the project, as well as developing timelines for delivery
- Understand the key activities of monitoring, reporting, and evaluation of projects.

leading and motivating a team effectively

Monday 19 November and Wednesday 5 December 2018

Ideal if you're a new leader, or you're looking to move into leadership roles, this course covers all you need to know to help motivate and lead teams.

Delivered over one and a half days, this course will help you to understand:

- The importance of an organisation's vision, mission and strategy
- How to develop team objectives, to help work towards the overall vision and strategy of the organisation
- The importance of motivation, and some motivational theories
- How to give feedback on performance
- The importance of continuous development for the team and individual members

mental health awareness for frontline workers

Tuesday 13 November 2018, and delivered again on

Tuesday 22 January 2019

This one day course will examine the issues faced by front line staff when they are offering a service to individuals experiencing mental distress or a mental health issue. Ideal for advisers or reception / admin staff who are coming into contact with clients experiencing mental health issues, the session will help you to:

- Understand the different types and levels of mental health issues
- Be aware of the Medical Model of Psychiatry
- Understand the key points of the Mental Capacity Act
- Recognise some basic techniques for communicating with someone in mental distress
- Engage more successfully with people with mental health issues
- Understand how Mental Health Services are delivered and how to access them
- Have access to a good practice checklist

stay focused, stay well - skills and strategies for managing high workloads in advice services

Friday 30 November 2018

Back by popular demand - this one day session aimed at advisers who are managing a busy caseload, or any other staff facing stress in the workplace - will help you build the skills and confidence to stay well and stay focused. The session will help you to:

- Consider what stress is and how to identify the signs in yourself and in others
- Explore wellness and resilience at work, including the 5 spheres of healthy, happy living
- Identify planning tools and techniques for managing high workloads e.g. Eisenhower's important/urgent principle; identifying individual workstyles, and effective 'chunking' for performance and productivity
- Explore a range of 'self-care' practices which can be used to help you build wellness at work

Some things previous participants have said about the course:

“ Knowledge that many people in other organisations are experiencing very similar things. ”

“ Recognising stress and what to do to respond to it. ”

“ Probably the best course I have done that kept me interested to the end. ”

“ Superb tutor, a lot more confident in my approach to caseload issues than I was this morning. ”

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