

Citizens Advice Halton learning & development update October 2021

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Advice Skills Academy 2.0 is an innovative project supported by the European Union through the European Social Fund (ESF), that will build the skills and knowledge of staff offering advice services in the Liverpool City Region (LCR).





advice skills academy 2.0

Advice Skills Academy (ASA) 2.0 is the follow-on project for Advice Skills Academy 1.0, which ran from 2016 to 2019 in local Citizens Advice and other partner organisations in the Liverpool City Region.

With a focus on learning and development in a range of forms, instead of just training, ASA 2.0 aims to support and encourage people to:

- think about and plan their learning & development needs;
- identify and arrange learning that will be useful for the development of staff in advice giving organisations; and

- identify other non-advice learning opportunities to help people grow and develop.

ASA 2.0 is a European funded project, delivered through The Women's Organisation. They are reorganising how they deliver ASA 2.0 at the moment, but watch out for updates on available courses through ASA 2.0.





learning & development

So what is learning & development?

Learning and development is a description for all of the various learning activities that happen in the workplace.

Learning and development can range from formal (training courses, mentoring schemes, online learning) to the more informal (learning on the job from peers, reading articles, or Networking with others in similar roles, or related fields).



In small organisations like Citizens Advice Halton (where there is no dedicated Learning and Development department, or team), learning and development relies much more on individuals being self-motivated.

So why should you care about learning & development?

Through things like support and supervisions, the ASA 2.0 project, and Learning at Work Week, Citizens Advice Halton is committed to encouraging and supporting staff learning and development, but we also try and encourage staff to develop a love of learning.

Taking a proactive interest in your own learning and development can help to open up new opportunities, help with progression or promotion, and learning generally is good for your mental health and wellbeing.

AND remember - learning doesn't have to be just about work!

Learning new things helps our brains remain plastic (that's a good thing) which helps us retain and improve our memory, which in turn can help us learn quicker and better...

70:20:10

70:20:10 is a model of learning that is based on how people actually learn at work:

70% of learning is experiential – it happens through daily tasks, challenges and practice;

20% of learning is social – **from other people in work** (may be your manager, but may also be a mentor, or a co-worker);

10% of learning is formal – from going on courses and reading.

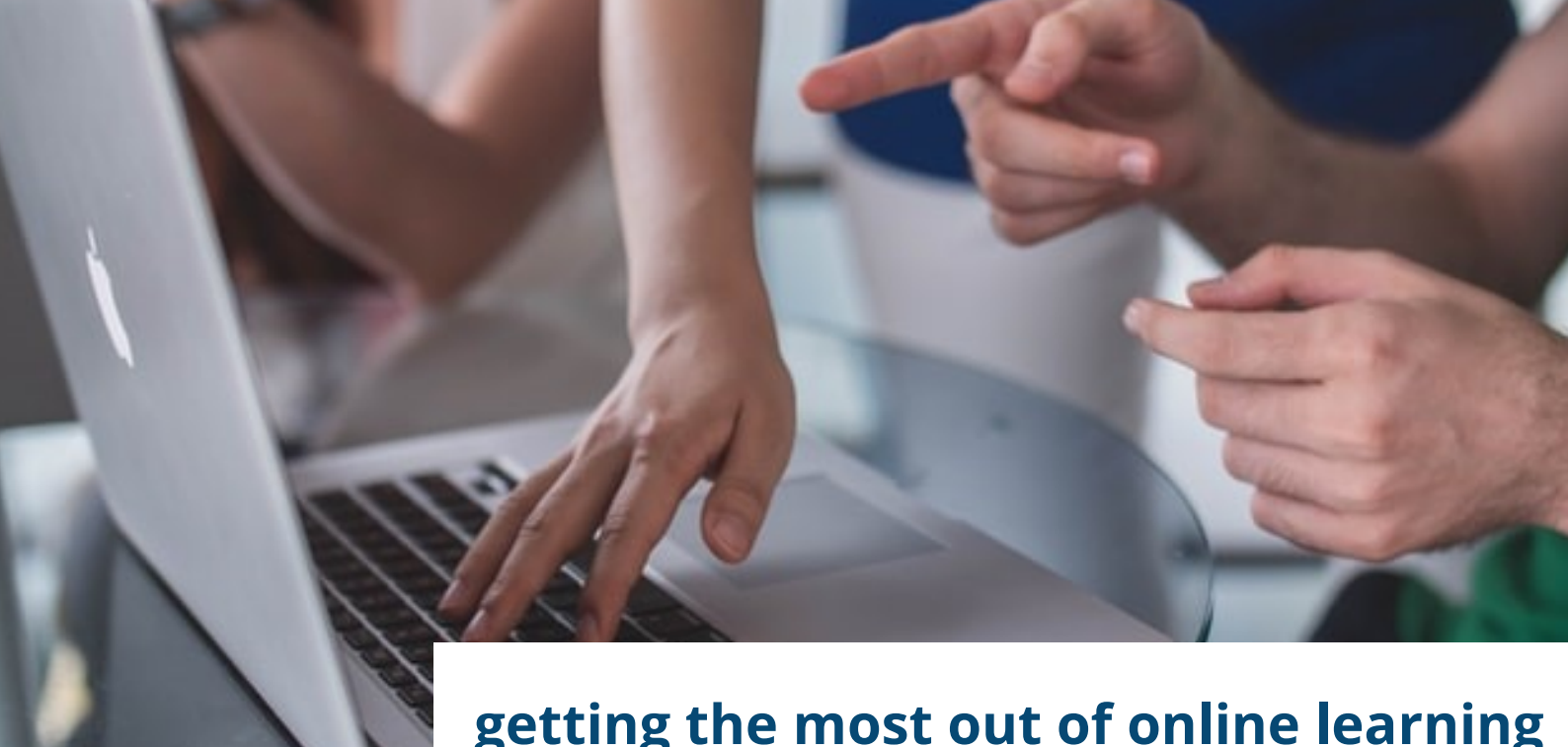
The **70:20:10** model of learning isn't just another training fad – research suggests it is the most effective approach to learning for workplaces to use, to get the best results from learning and development resources.

Watch this short (4 min) video to find out more about **70:20:10**

<https://www.youtube.com/watch?v=t6WX11iqmg0>

(Source Charles Jennings and Fuse)





getting the most out of online learning

Many courses that were previously delivered face to face have moved online during the Covid pandemic – and most haven't gone back to face to face delivery yet. E-learning has become the norm, and is a bit unavoidable these days – so what do you do if you've never been that keen on online learning?

Here are some tips for getting the most out of online learning:

- 1 Think carefully about what it is you want to learn.** If you need to learn about an area that is very specific, there probably isn't much point in doing a course that is too general, or for absolute beginners. The more you can identify what it is you need to learn, the easier it is to get step 2 right...
- 2 Like with any learning – try and choose the right course** – the one that has content that best suits your needs. Okay there may be some small parts of courses that aren't that relevant, but if most of the course covers what you need to know, and is at the right level, then it's probably worth trying.
- 3 Think about all of the different types of e-learning that might be available.** You can do learning that is only written content; you can attend a webinar; you can attend a Zoom learning session (usually more interactive than a webinar); or you can do a mix of reading and watching videos through things like MOOCs (Massive Open Online Course).



getting the most out of online learning

- 4 **Think about what type of online learning you respond to best** – for some people reading a book is a great way to learn, so a course with a lot of reading only will be fine. If you prefer to learn by listening to other people talking, and from discussions in groups, then either a webinar or some Zoom based learning will probably be best for you.
- 5 **Make sure you're ready for the learning** – prepare for the learning by making sure:
 - **You've got your space set up** – somewhere comfortable, quiet, and with the IT equipment you need. If you're in the office, but find the office too noisy to concentrate, book an interview room, so you can focus on your learning in there.
 - **Make sure your IT equipment is working** – if you're using headphones, test them before the learning starts. If you're using your laptop to access the learning, make sure it's fully charged and/or plugged in.
 - **Make sure you aren't going to be interrupted** (by phone calls, or clients turning up for an appointment), or an Amazon delivery if you're working from home – so you can just focus on the learning.
 - **Be ready to take notes** – like with attending a face to face course, you need to take notes while you're doing the learning – your notes could be written notes, a mind map, or just key words – taking notes helps to make information stick in your brain for a bit longer, and can help you after the course is finished to reflect on what you learned, and whether you would recommend it to anyone else.
- 6 **Don't give up on online learning** – if you attend an online course that isn't great for you – this doesn't mean that other online courses aren't going to be any good. After the course – think about what wasn't good – the type of learning, the level of the course, the length of the learning, or too much time for people discussing things (or not enough discussion).



learning highlights

Skillbook from Citizens Advice

Many of our volunteers know the benefits of using Skillbook to gain skills and knowledge, or to update existing skills and knowledge.

Skillbook can be useful for all of us though. Here are a few Skillbook highlights for some non-advice learning:

- Resilience
- Mental health & wellbeing
- The importance of interpersonal skills
- Communication skills
- Research & Campaigns

And don't forget there's the 3 new **Equality, Diversity & Inclusion** modules that we all need to complete before **30th November** too...

Family Learning Festival

Organised by the Campaign for Learning, October's **Family Learning Festival** is a great way families can access free online resources.

This year the festival starts on 16 October 2021, and has activities like online session '**Luna Loves Dance**' with the writer **Joseph Coelho** and illustrator **Fiona Lumbers**, on 29 October.

For more information visit the Family Learning Festival website:

<https://www.familylearningfestival.com/>



dates for your diaries

1 to 31 October - Black History Month

11 to 15 October - National Work Life Balance Week

16 to 31 October - Family Learning Festival

1 to 5 November - Trustees Week

8 to 12 November - Lifelong Learning Week

9 to 12 November - Talk Money Week

25 November - White Ribbon Day - and 16 days of action to end violence against women (25 November to 9 December)

learning highlights

free learning opportunities

OpenLearn from the Open University

OpenLearn from the Open University is a range of free online courses on a wide range of subjects. Ranging from beginner, to intermediate, to advanced courses, there's something for everyone - all ready for you to study at a time that suits you.

Why not have a look at these courses, either for work or just learning for pleasure:

Contemporary issues in managing - Level 1, introductory

<https://www.open.edu/openlearn/money-business/contemporary-issues-managing/content-section-0?active-tab=description-tab>

Croeseo: Beginners' Welsh - Level 1, introductory

<https://www.open.edu/openlearn/languages/welsh/croeseo-beginners-welsh/content-section-0?active-tab=description-tab>

Discovering music: the blues - Level 1, introductory

<https://www.open.edu/openlearn/history-the-arts/discovering-music-the-blues/content-section-0?active-tab=description-tab>

Check out all the **FREE** courses at:

<https://www.open.edu/openlearn/free-courses/full-catalogue>

Future Learn

Future Learn has over 1200 online courses from leading universities. Develop hobbies, new skills and career-changing expertise with their flexible courses - many for free.

<https://www.futurelearn.com/>

Some learning highlights from Future Learn, for work or pleasure include:

Managing mental health and stress - a FREE 2 week course from Coventry University

<https://www.futurelearn.com/courses/managing-mental-health-and-stress>

The science of success: what researchers know that you should know - a FREE 7 week course from Michigan University

<https://www.futurelearn.com/courses/the-science-of-success-what-researchers-know-that-you-should-know>

How to measure, reduce, and offset your company's carbon footprint - a FREE 6 week course from MSQ and BIMA

<https://www.futurelearn.com/courses/how-to-measure-reduce-and-offset-your-companys-carbon-footprint>

learning highlights



useful blogs & websites

A round up of some useful websites and blogs to get you thinking, give you some practical tips, and to help open up ideas for your learning and development...

Skills you need website

To help you develop life skills, and with a mix of resources to improve your professional and personal life. The site is divided into 8 sections:

- ◆ Personal skills
- ◆ Interpersonal skills
- ◆ Leadership skills
- ◆ Learning skills
- ◆ Presentation skills
- ◆ Writing skills
- ◆ Numeracy skills
- ◆ Parenting skills

<https://www.skillsyouneed.com/>

indeed Career Guide

A range of articles on everything career related, including 'how to's on job searching, applications and getting new skills, as well as wellbeing in the workplace, like how to de-stress at work...

<https://www.indeed.com/career-advice>

Adam Grant - Organisational psychologist and author

If you're interested in the psychology of the world of work, then check out Adam Grant's website.

With a range of TED Talks, 4 seasons of a podcast called WorkLife, and a range of books and links to articles and quizzes, there's a range of things to read, view or listen to - all to help you understand how to make work not suck...

<https://www.adamgrant.net/>

Why not watch this TED Talk on 'The surprising habits of original thinkers':



<https://youtu.be/fxbCHn6gE3U>