

TRAINING

AUTUMN/WINTER 2010-11 SEPTEMBER 2010 - MARCH 2011

Participation Cymru provides training for managers and deliverers of public services who want to achieve better public engagement in the design, development and delivery of citizen-centred services for the people of Wales.

This training will be of benefit to individuals and organisations from the public, private and third sector. We aim to help individuals develop the knowledge and skills for meaningful public participation including consultation, planning, partnership working and social inclusion.

Participation Cymru is a partnership of public and third sector organisations and is hosted by **WCVA**. **Participation Cymru** is funded by the Welsh Assembly Government and the Countryside Council for Wales.



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Registered charity number 218093/Company Limited by Guarantee 425299/Registered in Wales June 2005

For full course descriptions, learning aims and objectives please visit our website www.participationcymru.org.uk or call us for more information

029 2043 1725

Participation Cymru



www.participationcymru.org.uk

Design: www.greengraphics.co.uk
Printed on recycled paper using vegetable based ink.

9 & 10 November,
8 December 2010
Ivy Bush Royal Hotel,
Carmarthen
Cost: A £375
B £435 C £495



15 November 2010
WCVA, Cardiff
9 February 2011
Plas Dolerw,
Newtown
Cost: A £125
B £155 C £185

30 September 2010
Integrated Children's
Centre, Merthyr
7 October 2010
Cartrefi Cymru,
Bangor
Cost: A £125
B £155 C £185

18 November 2010
Vine Christian
Centre, Bridgend
19 January 2011
WCVA, Aberystwyth
Cost: A £125
B £155 C £185

2 February 2011
YMCA, Newport
Cost: A £125
B £155 C £185



16 February 2011
Vine Christian
Centre, Bridgend
Cost: A £125
B £155 C £185

NEW! Accredited training: Community and citizen engagement

Target audience: Frontline staff and managers seeking accredited training in community and citizen engagement.

This comprehensive, three-day accredited course is aimed at providing a greater awareness and understanding of participative engagement. Participants will gain a range of skills as well as build confidence in engaging with citizens and the community. Day one will focus on preparing for engagement, the rationale, who to engage with and achieving validity in consultation. The group will begin to look at facilitation skills. Day two will look at tools for engagement, an overview of consultation processes, and new options using participatory techniques. Participants will learn a range of tools and have the opportunity to put some methods into practice. On day 3, each participant will demonstrate a participatory method as part of their assessment. The rest of the day will focus on evaluating the results and using data from engagement activities. Following the training, participants will be required to submit a piece of work for assessment.

NEW! Confidence at public events

Target audience: For any individuals or organisations who are required to represent their organisation at public meetings with citizens and communities.

Representing your organisation at a public event is a responsibility which is daunting for the most experienced people. This course focuses on presentation skills and dealing with difficult situations and behaviours. Participants will learn how to prepare for a public event, how to give an effective presentation, conveying the information the audience wants to know using appropriate communication styles, and explores techniques for dealing with challenging issues and situations.

Introduction to facilitation

Target audience: Those who wish to develop their facilitation skills to enable them to facilitate meetings and events with citizens, communities, colleagues and partner organisations.

This course will provide an introduction to facilitation, enabling participants to understand the role of the facilitator and practice a range of facilitation skills and techniques. Participants will learn how to plan and run effective facilitated events, develop questioning skills and explore techniques for dealing with challenging issues and behaviours.

It will be a participative course where participants will have the opportunity to explore and practice facilitation in a safe learning environment.

NEW! Advanced facilitation

Target audience: This course is suitable for anyone who has some experience of facilitating meetings and events with citizens, communities, colleagues and partnerships and wants to develop their skills and add new methods to their toolbox.

Participants will have the opportunity to learn about and practice different methods to enhance facilitation, including: using graphics to record and illustrate facilitated events, using voting and ranking techniques, the World Café method and consensus building. Techniques for managing conflict will also be included.

Engaging with seldom heard individuals and communities

Target audience: For any individuals or organisations that wish to engage with those they find are seldom heard (or 'hard to reach').

This course will assist workers to identify the various barriers to involvement and explore and share strategies with other professionals to minimise and overcome these barriers. The course will use participative and inclusive methods to engage with issues around exclusion and being seldom heard; participants will examine their own practice and look at ways that they could work more effectively with underrepresented groups. Participants will work systematically through a set of issues to enable them to devise their own strategy for engaging with hard to reach groups. This will be supplemented by examples of good practice and case studies.

Making the best use of data from participative events and consultations

Target audience: Practitioners and facilitators who need to analyse, interpret and draw conclusions from qualitative data.



30 March 2011
Cartrefi Cymru,
Bangor
Cost: A £125
B £155 C £185

11 January 2011
½ day course:
9.30-12.30
WCVA, Cardiff

15 March 2011
½ day: 9.30-12.30
CAVS, Carmarthen
Cost: A £65
B £80 C £95

4 November 2010
YMCA, Barry

9 March 2011
The Media Resource
Centre,
Llandrindod Wells
Cost: A £125
B £155 C £185



13 October 2010
NewLink, Cardiff

3 March 2011
AVOW, Wrexham
Cost: A £125 B
£155 C £185

This practical course will provide participants with the opportunity to practice analysing increasingly complex types of data, generated by actual events, in a participatory way. Participants will gain significant skills and confidence in analysing both qualitative and quantitative data and understand the principles of drawing conclusions from such data. Participants will practice drawing significance and making conclusions from their analysis, again in a participatory way. The course reviews the characteristics of focus groups and of facilitated events using participatory techniques such as open feedback forms or longer pieces of data such as those derived from in depth one to one or group interviews and the kind of data these produce.

Participatory budgeting

Target audience: Managers and frontline staff in public service organisations who want to involve communities in participatory budgeting projects.

This course, delivered in collaboration with the Wales Participatory Budgeting (PB) Unit, will provide participants with the practical knowledge and tools to recommend participatory budgeting exercises with the local community/service users, with support from the Wales PB Unit. With an emphasis on workshops and real-life examples and good practice, this is an exciting course for any organisation interested in involving their communities in making effective decisions on their spending priorities.

Note-taking at participative events and consultations (half-day)

Target audience: Administrative and frontline staff within public service and third sector organisations who are required to take notes and record data at participative events and consultations.

Being asked to take notes and record discussions during participative events and consultations can feel daunting. Often a lot of data will be generated and recording it accurately can be challenging. This short course aims to explore ways of recording the variety of data generated at participative events and consultations effectively and simply. Participants will identify practical tips and techniques for recording data, using appropriate methods for data generated at participative events, focus groups, voting exercises etc. Participants will have the opportunity to practice their skills and share ideas and tips with other participants.

E-participation: Understanding and using new internet technologies effectively

Target audience: This overview is suitable for professionals who want to understand how to use new media and internet technologies more effectively to keep up to date, discover new information and networks, manage information, reach wider audiences, and engage with their audiences more effectively.

Today we live in what Internet technologists call a Web 2.0 world. Web 2.0 technologies are easy-to-use web-based services or applications that put users at the centre of content creation. They provide users with new and cost effective ways to create rich, multimedia content, access specialised communities and resources, collaborate, and network. More and more people are now using social media, not just for family and friends, but also as a business promotion tool, which means that organisations are now in a unique position to create content more effectively, and engage their audiences using these new services.

Delivered by Wise Kids, this hands-on training day aims to showcase practical ways in which these technologies can help professionals in their own professional development, engage with their audiences and work more effectively. The training day will be a mixture of presentation, hands-on and group work encompassing a range of new web technologies.

NEW! An introduction to storytelling in organisations

Target audience: Frontline staff and managers looking to use story telling to engage service users, citizens and communities.

Many organisations are seeing the benefit of gathering "real-life" stories from service users, staff and volunteers to help improve their service delivery. This session explores the range of methodology being used to collect and share stories and offers some practical exercises to get you thinking about how you might approach story gathering in your work.

7 December 2010
WCVA, Rhyd
1 March 2011
The Integrated
Children's Centre,
Merthyr
Cost: A £125
B £155 C £185



Cost: £50 WCVA
members,
£65 non-WCVA
members

19 October 2010,
14.00 – 16.30
Wales Council for Deaf
People, Pontypridd
16 November,
10.00 – 12.30
Mantell Gwynedd,
Caernarfon

2 November 2010,
10.00-12.30
WCVA, Aberystwyth
24 March 2011,
10.00 – 12.30
YMCA, Newport



NEW! Time 4 young people – With Timebanking Wales

Target audience: Organisations working with young people who wish to develop Timebanking opportunities.

Person to agency timebanking has become a well evidenced and recognised resource in Wales within a relatively short time frame. The New Economics Foundation in "The New Wealth of Time: How Timebanking helps people build better public services" evidences that person to agency timebanking is a cost effective and high impact method of engaging 'people as a resource to co-produce services'. Timebanking has had a dramatic impact in engaging young people as positive contributors to their communities in areas suffering from high levels of disengagement and anti-social behaviour. Many of these young people passively attend youth services, but are difficult to actively engage. This 1-day session outlines different methodologies for the practical implementation of Time 4 young people enabling youth services to successfully and actively engage young people in constructive patterns of behaviour.

Booking instructions

- Book online at www.wcva.org.uk/training
- Download a booking form from:
www.participationcymru.org.uk/training
- Call 0800 2888 329 or help@wcva.org.uk

Price bands:

A WCVA members **B** Voluntary and community organisations
C Public and private sector. All prices are exclusive of VAT

Bespoke in-house training

We also offer a bespoke training and consultation service to design and deliver the training that meets your individual and organisational needs. We offer a flexible approach covering everything from introductory courses, to courses on specific techniques and methods, through to planning and evaluation. Please visit our website for the full list of course descriptions and contact us at participationcymru@wcva.org.uk to discuss your needs.

Good practice seminars (half-day)

Our good practice seminars are an opportunity to gain knowledge and information, with an emphasis on sharing good practice.

Tools for planning a successful service-user engagement project

This seminar will present practical tools and tips for planning and managing your service-user engagement project, including action planning, scheduling, project plans, Gantt charts, monitoring progress and reporting.

Productive networks: setting up or refreshing a network

They say that the whole is greater than the sum of its parts... we know things should work better when we work together. Networks offer a way to work across organisational boundaries, but how to create a high-performing network? This seminar explores how to establish a successful network, with practical ideas, tips and methods for setting up a new network, and for refreshing and re-focussing an existing network. There will be tips for successful partnership working, agreeing your shared purpose, aims and objectives and setting terms of reference.