



## SEPTEMBER 2015 → JULY 2016

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

Participation Cymru is a partnership of public and third sector organisations and is hosted by the Wales Council for Voluntary Action (WCVA).

For full course descriptions, learning aims and objectives please visit our website [www.participationcymru.org.uk](http://www.participationcymru.org.uk) or call us for more information

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Registered charity number 218093. Company Limited by Guarantee 425299 / Registered in Wales. Publication date: May 2015



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## Skills for co-production

There is an urgent need to transform public services in Wales. Money is running out, efficiencies alone will not be enough. The demand for acute services is rising and preventative and community services are being cut.

Quality of life cannot be delivered by the state alone and many people are now looking at a different co-produced public service, which places the citizen and community at the centre, with the state as the enabler and facilitator.

To help deliver this new way of working, we offer the following courses that we believe help to build the skills needed for effective co-produced services to be realised.

### Accredited courses in

- Shared power in public services
- Effective facilitation skills

### Other (non - accredited courses)

- Action Learning Sets
- Practical skills to engage with service providers
- Working in partnership for better outcomes
- Engaging with seldom heard individuals and communities

## Action Learning Sets

(2 half days and 1 full day)

Thursday 24 September (10am – 1pm), Wednesday 4 November (10am – 1pm) and Wednesday 2 December 2015 (all day) – Llandudno Junction (WELSH)  
Tuesday 3 May (10am – 1pm), Tuesday 7 June (10am – 1pm) and Tuesday 5th July 2016 (all day) – Newport (ENGLISH)

Facilitator: Mandy Williams  
Cost: A £250 B £310 C £370

Would you like to enhance your learning by being able to reflect with colleagues on current work issues? Action Learning Sets offer this opportunity in a safe and positive environment.

Over the four half-day sessions you will learn what Action Learning Sets are and how to set one up for your own situation. The group will come together as a real Action Learning Set and over the sessions you will support each other, having a real opportunity to put the theory into practice; an invaluable tool for better collaborative working.

## Note taking (half day)

Tuesday 29 September 2015 (10am – 1pm) - Carmarthen

Trainer: Siobhan Hayward  
Cost: A £65 B £80 C £95

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 a variety of data generated effectively and simply. Participants will have the opportunity to practice their skills and sharing ideas and tips with other participants.

## Graphic facilitation and visual note taking (2 days) NEW

Tuesday 6 and Wednesday 7 October 2015 – Cardiff

Trainer: Anna Geyer, New Possibilities  
Cost: A £280 B £340 C £410

This course is aimed at anyone who works with groups of people and wants to improve their graphic facilitation and visual note-taking skills. The course aims to give participants the skills, knowledge and understanding of graphic recording and graphic facilitation. Both days will afford lots of opportunity to experiment, practise and learn from each other in a fun but safe environment and you will leave with a reference book (worth £30) and starter kit so there's no excuse not to practice! – No artistic talent required!

## Introduction to e-participation and social media (1 day)

Tuesday 13 October 2015 – Rhyl  
Wednesday 20 April 2016 – Carmarthen

Trainer: Sarah Ball  
Cost: A £125 B £155 C £185

Participants will explore the use of social media as tools for citizen, community and service user engagement. Participants will evaluate methods of e-participation and social networking, identifying opportunities and limitations. With a focus on current technologies, and relevance within Wales, this participative course will draw on experiences, case studies and examples where social media has been used in engagement and participation activities.

## Workshop: Engaging through pictures (half day)

Thursday 22 October 2015 (2pm – 4:30pm) – Carmarthen  
Wednesday 13 April 2016 (10am – 12:30pm) – Llandudno Junction

Facilitator: Sarah Ball  
Cost: A £65 B £80 C £95

Often the methods we use to carry out public engagement activity are dominated by words, both written and verbal, which can often be a barrier for people. This workshop explores ways in which pictures and images can be used to help people express their views and the ways they feel. If you would like to try some new ways of engaging then this is the workshop for you.

## Evaluating and monitoring outcomes (1 day)

Tuesday 3 November 2015 - Swansea  
Thursday 25 February 2016 – Llandrindod Wells

Trainer: Alain Thomas  
Cost: A £125 B £155 C £185

This course aims to enable participants to gain a greater understanding of evaluating and monitoring outcomes and to help them better evaluate their work. Participants will come to understand key definitions including outcomes, outputs, indicators and activities, and explore the way in which these terms may be used differently in various contexts and by different organisations. By the end of the course participants will be able to identify and describe the outcomes that a project or activity aims to achieve and use their understanding of the core principles of evaluation to better focus their own evaluation work. Participants will learn techniques for use in evaluating and monitoring the outcomes of their own work and be better able to design an evaluation of their own work.

## Effective facilitation skills (accredited by Agored Cymru) (3 days)

Wednesday 11, Thursday 12 November and Thursday 10 December 2015, Wrexham  
Trainers: Siobhan Hayward and Alain Thomas  
Cost: A £375 B £435 C £495

Participants will have the opportunity to gain understanding of the role of the facilitator, learn to plan and run effective facilitated events, learn and practice a range of facilitation techniques including, consensus building, questioning techniques, voting and ranking methods. The course will also look at assertiveness and how to manage conflict and difficult situations. It will be a participative course where participants will have the opportunity to explore and practice facilitation in a safe learning environment. Please see our website for details about assessment and accreditation.

## Digital storytelling (2 days)

Tuesday 17 and Wednesday 18 November 2015, Cardiff

Trainer: Storyworks UK  
Cost: A £250 B £310 C £370

Many organisations are seeing the benefit of gathering 'real-life' stories from service users, staff and volunteers to help improve their service delivery and demonstrate impact. The focus of this two day course is for the participants to leave feeling confident that they could work with people one to one to record an audio story, edit the audio recorded and know how to illustrate the story visually. Participants will also gain an understanding of the importance of respecting the authenticity of the story as they make editorial decisions regarding another's voice and also have their own story condensed and edited. This course is aimed at those who have some previous experiences of using storytelling as an engagement tool.

## Engaging with seldom heard individuals and communities (1 day)

Tuesday 1 December 2015 – Cardiff  
Thursday 9 June 2016 – Rhyl

Trainer: Alain Thomas  
Cost: A £125 B £155 C £185

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.

## Workshop: Setting up a network (half day)

Tuesday 8 December 2015 (10am – 12:30pm) – Pontypridd

Facilitator: Siobhan Hayward  
Cost: A £65 B £80 C £95

This workshop will include practical ideas, tips and methods for setting up a new network and for refreshing and re-focusing an existing network. There will be tips for successful partnership working, agreeing your shared purpose, aims and objectives and setting terms of reference.

## Designing and delivering brilliant presentations (1 day) NEW

Tuesday 12 January 2016 – Cardiff

Trainer: Mandy Williams  
Cost: A £125 B £155 C £185

This course is for anyone who delivers presentations of any kind. It includes identifying the key elements that make a presentation or deliver presentations. This one day course will cover designing and delivering brilliant presentations and there will be a non-compulsory offer of delivering a presentation to peers at a later date (not included in the price of the course).

## Engaging online (1 day)

Tuesday 19 January 2016 – Llandrindod Wells

Trainers: Arielle Tye, Promo Cymru and Sarah Ball  
Cost: A £125 B £155 C £185

If you're already using social media to engage with the public but would like to know how to create more engaging content, improve your reach and discover some new ideas and free tools, this session is for you! By the end of the course you will be able to build upon your existing social media skills to use them more effectively, create interesting and engaging content to meet your audience's needs, use free online tools to create innovative and dynamic content and learn how to incorporate online activities into your day-to-day engagement work.

## Working in partnership for better outcomes (1 day) NEW

Wednesday 27 January 2016 – Swansea

Trainer: Siobhan Hayward  
Cost: A £125 B £155 C £185

Partnership working is a common feature, which done well can have huge benefits for all parties involved. This course looks at how to make partnership working successful, and covers a range of aspects including: looking at individuals' roles within partnerships; being personally more effective; and how to develop relationships within partnerships. Participants will also look at the types and functions of partnerships, techniques for reviewing the purpose and processes of partnerships, ensuring that the partnership is structured in the most effective way and has appropriate objectives.

## Workshop: Using the Evaluation Toolkit (half day)

Thursday 4 February 2015 (10am – 12:30pm) – Newport

Facilitator: Siobhan Hayward  
Cost: A £65 B £80 C £95

Our Evaluation Toolkit (available on our website) provides you with guidance to evaluate your engagement practice against the National Principles for Public Engagement in Wales. This workshop takes you through the toolkit, using simple participatory techniques to show how you can use the toolkit to gather robust evaluation data in a straightforward, common-sense, participatory way.

## Designing and running effective surveys (1 day)

Tuesday 9 February 2016 – Swansea

Trainer: Dr Jenny Murphy, Local Government Data Unit  
Cost: A £125 B £155 C £185

Planning and managing a survey can sound simple. There are so many tools freely available to help, so why do surveys go so wrong? There is more to conducting an effective survey than creating a quick on-line questionnaire. This course aims to go through the process step by step to give participants the information they need to get it right. We also offer a follow-on course on writing effective questions.

## Methods for involving young people (1 day)

Tuesday 1 March 2016 – Carmarthen (WELSH)  
Tuesday 26 April 2016 – Pontypridd (ENGLISH)

Trainer: Dynamix  
Cost: A £125 B £155 C £185

How can you involve young people in a meaningful way in your project? Is the thought of involving young people slightly daunting? This practical and participatory course will boost your confidence and skills when trying to engage with young people. Participants will share a toolbox of participative methods for consulting with/involving young people, explore the values of meaningful participation and learn skills that are practical, fun and transferable.

## Public engagement: theory and practice (accredited by Agored Cymru) (3 days)

Wednesday 9, Thursday 10 March and Thursday 14 April 2016 – Barry

Trainers: Siobhan Hayward and Alain Thomas  
Cost: A £375 B £435 C £495

This course is aimed at providing a greater awareness and understanding of participative engagement. Participants will gain a range of skills as well as building confidence in engaging with citizens and the community. Topics covered in this course include: the rationale for engagement, planning for engagement, stakeholder analysis, participatory tools and achieving validity in engagement. Please see the website for details of accreditation and assessment.

## Providing accessible information to support engagement (1 day) NEW

Thursday 17 March 2016, Merthyr Tydfil

Trainer: Siobhan Hayward  
Cost: A £125 B £155 C £185

Providing accessible information that is jargon free, appropriate and understandable (National Principle for Public Engagement No. 5) is a key element in helping to achieve success in your engagement work.

The course will help you do this by exploring 'why' providing accessible information is important; what the term 'accessible' means and a range of different formats for producing accessible information. There will be a focus on preparing accessible consultation documents and other written materials such as leaflets that are used to promote events or provide information about services. Ensuring that online content is accessible will be covered. There will be the opportunity to consider challenges learners may have in producing accessible information within their organisations and how these could be overcome.

## Shared power in public services (accredited by Agored Cymru) (3 days)

Tuesday 10, Wednesday 11 May and Thursday 16 June 2016 – Llandudno Junction

Trainers: Mandy Williams and Alain Thomas  
Cost: A £375 B £435 C £495

Participants will have an opportunity to build on their existing skills and knowledge in public engagement by exploring in more depth the higher levels of engagement i.e. shared power and citizen control. The course offers knowledge, skills, tools and reflective practice to enable practitioners to put into practice these higher levels of engagement. It is advisable that participants have firstly completed the 'Public engagement: theory and practice' course, delivered by Participation Cymru or an equivalent.

## Practical skills to engage with service providers (1 day) NEW

Tuesday 17 May 2016 – Newport

Trainer: Mandy Williams  
Cost: A £125 B £155 C £185

If you are a third sector or service user representative and involved in public service design and review then this course is for you. It offers practical skills and information on how best to fulfil your role in this area. It is also useful for third sector organisations who are responsible for preparing and supporting people to fulfil this role. The course covers the main stages of effective representation: Being prepared and planning well, making the most out of a meeting and what to do after a meeting.

## Workshop: Engaging with older people (half day) NEW

Tuesday 24 May 2016 (10am – 1pm) – Cardiff

Trainer: Siobhan Hayward  
Cost: A £65 B £80 C £95

This half day course focuses on learning about a range of participatory tools to help you engage more effectively with older people. You will have the opportunity to explore the needs of older people in relation to communication and engagement and examine a number of case studies. Other elements of the course include: identifying tips and good practice for engaging with older people and sharing useful contacts.

## Writing effective questions (half day)

Tuesday 14 June 2016 (10am – 1pm) – Carmarthen

Trainer: Mandy Williams  
Cost: A £65 B £80 C £95

What makes a good question? This course will show you how to write effective questions which give you the information you want to know. You will learn about types of questions, types of answers and questionnaire design. You may also be interested in our Designing and running effective surveys course which covers everything you need to know about planning, writing and analysing a survey.

## Workshop: Writing an engagement strategy (half day)

Tuesday 23 June 2016 (10am – 12:30pm) – Swansea

Facilitator: Siobhan Hayward  
Cost: A £65 B £80 C £95

This workshop will give practical advice and help to organisations who want to develop their own engagement strategies.

## Bespoke in-house training

In addition to this training programme we also offer a flexible bespoke training and consultation service. We will work with you to design and deliver training that meets your individual learners' and organisational needs. This is a very cost effective way of training your team which significantly reduces the cost per head. The courses we can deliver are:

### Planning

- Public engagement: theory and practice (accredited by Agored Cymru)
- Effective Partnership Working (accredited by Agored Cymru)
- Shared Power in Public Services (accredited by Agored Cymru)
- Stakeholder analysis
- Evaluating and monitoring outcomes
- Setting up a network
- Strategic planning for public engagement
- Writing an effective engagement strategy
- Making the best use of data from participative events and consultations
- Designing and running effective surveys
- Practical skills to engage with service providers
- Working together for service delivery
- Writing effective questions
- Working in partnership for better outcomes
- Providing accessible information to support engagement

### Facilitation

- Effective facilitation skills (accredited by Agored Cymru)
- Confidence at public events
- Introduction to facilitation
- Advanced facilitation
- Difficult conversations
- Graphic facilitation and visual note taking
- Introduction to storytelling in organisations
- Practical participatory tools for public engagement
- Note-taking
- Running focus groups
- Action Learning Sets
- Designing and Delivering Brilliant Presentations

### Different methods of engaging

- Introduction to e-participation and new social media
- Advanced social media for e-participation
- Engaging online
- Audio editing
- Digital storytelling
- Engaging through pictures
- Participatory budgeting
- Engaging with seldom heard citizens and communities
- Introduction to time banking
- Methods for involving young people
- Staff engagement

### Practical engagement work

Do you want to run some face-to-face engagement activities but are you not sure where to start? We will work with you and your team throughout the whole process to: design, plan and run focus groups/workshops etc. with your stakeholders; advise on recording and using qualitative feedback; writing up the report; and debriefing to help you to identify good practice and learning for your organisation. Please contact us to discuss your needs. We can offer practical support for your engagement work and some bespoke training through the medium of Welsh.

### How to book

- Book and pay online at [www.wcva.org.uk/training](http://www.wcva.org.uk/training)
- Call 0800 2888 329 or e-mail [help@wcva.org.uk](mailto:help@wcva.org.uk)

- Price bands: A WCVA members B Voluntary and community organisations C Public and private sector



Please visit our website for full course descriptions, learning aims, objectives and outcomes. If you have a compatible smart phone, scan the QR code to take you straight to our website, (QR reader app required)

