



**empower**   
**training**

[www.empowersvs.co.uk](http://www.empowersvs.co.uk)

*Anything is possible!*

*Putting the Third Sector First!*



## Welcome to the Empower training brochure

Empower was founded in 2004 to provide professional support for the voluntary and statutory sectors. Whilst the majority of our work involves delivering high quality training, we also provide a range of other services across the United Kingdom.

Our Mission is to work with our customers to identify the training they need, when they need it and then deliver this training to the highest possible standard.

We deliver a programme of training across Wales which respond to requests from individuals and organisations. Increasingly we are being asked to deliver training, 'in house' so that the whole team benefits and this is often the most cost effective way of ensuring the professional development of the organisation.

At Empower we are passionate about what we do and all commit to working to the highest standard. We spend a lot of time understanding the challenges the sector faces and attend exhibitions and other events so we can talk to people and develop relationships.



### About our training

Our training is always fun, interactive and accessible by a range of people. It is delivered by people who are experts in their field and provide lots of real life experience to support the delivery of the course. Generally our courses are one or two days but we can adjust these to suit the needs of our customers.

In 2012 Empower is launching a range of accredited courses for professionals and community members and we are exploring delivery of community based training, supported by a crèche facility.

*I have come in to the office this morning feeling revitalised, enthused and ready to make a change! Thanks to Bev - she was an inspiration and inspirational.*

Tracy Parker  
Caerphilly

### Section of training products

At Empower we understand that sometimes people are unable to attend training for a variety of reasons and that small organisations are sometimes reluctant to invest in training for individuals in case they leave. With this in mind we have developed a range of interactive DVDs and Toolkits which can be used again and again. Titles include: Essential Guide to Fundraising and Bid writing; Be a Highly Effective Manager; Working in Your Community; Effective Project Management; Project Management Master Class and Ultimate Guide for Trustees and Management Committees. New titles are coming on stream all the time.





# Courses

“Course material always easy to use and to go back to once session has finished. Excellent as ever – Bev never disappoints and offer real life perspectives and examples!

Lyndsey Williams  
Anglesey Sea Cadets

## 📌 Essential Guide to Fundraising and Bid Writing

one day course

Essential guide to fundraising and bid writing remains one of Empower's most popular courses. What sets it apart from other bid writing courses is the element on how to secure business sponsorship and filmed interviews with funders explaining exactly what they look for in a successful bid. This course has been delivered to over 1,000 individuals and organisations across Wales and remains as popular as ever!

## 📌 Effective Project Management

one day course

This course provides an essential introduction for any individual or organisation with the responsibility for delivering a funded project. This high energy, interactive session includes managing project costs, creating milestones and understanding and evidencing project targets. Easy to understand, it takes you through all the important steps and shows you how to avoid the pitfalls and is appropriate for those new to project management and experienced project managers who wish to hone their skills.

## 📌 Project Management Master Class

two day course

This course has already made a positive impact on the work of hundreds of project managers who are responsible for managing complex or multiple projects.

We explore the often competing needs of the funder and service user, develop strategies to engage stakeholders and take positive action to monitor and manage risk. This course shows you what to do if things go wrong and how to ensure the community remains supportive and engaged.

## 📌 'Making Selling Simple'

### Effective Marketing and Selling for the Third Sector

one day course

Effective marketing is not about selling people things they don't want. It is about identifying what people need and speaking to them in a language they understand. Whether you are trying to develop an income stream for your social enterprise or you want to increase the take up of your services, this course is for you. Empower will show you how to identify service users, understand and respond to their needs and identify the barriers they face, accessing your services. Whether people pay to access your services or not, this course is key to ensuring maximum take up and sustainability of your organisation.

The course will provide you with the skills to develop meaningful relationships with your customers in order for you to continue to meet their needs.

## 📌 'It Won't Happen to Me'

### Personal Safety and Lone Working

one day course

Many community workers find themselves working in potentially threatening situations. Most incidents occur because staff inadvertently walk into a volatile or threatening situation that could be avoided. This course provides essential information and tools for organisations and workers to ensure good practice and keep personnel safe.

A must for all those who regularly or occasionally work alone.

## 📌 Demystifying Results Based Accountability

one day course

Rapidly becoming the most popular method of measuring the impact of work with individuals and communities, this course will explain what it is, how it works and how to use it. There is a lot of confusion about how to implement this relatively straight forward model – Empower makes it simple!

I feel I have learnt a great deal today and will be able to put this knowledge immediately into good practice. Very useful training, immediately understandable and great resources - very informative and easily understandable – couldn't be improved.

Melanie Rocyn-Jones  
Morpheus

## 📌 Managing Stress in the Work place

one day course

Last year a total of 13.5 million work days were lost due to work-related stress, anxiety and depression, making it the largest contributor to lost work days. The total number of cases of stress in 2010/11 was 400,000 out of a total of 1,152,000 for all work-related illnesses. The occupations that reported the highest rates of work-related stress in the last three years were health and social service managers, teachers and social welfare associate professionals. This one day course provides Directors, CEOs HR Professionals and staff with the knowledge and skills to manage stress in the work place reducing the cost of absenteeism and providing positive support for the work force.

## 📌 CIEH Level 2 Award in Health and Safety in the Workplace

one day course

Designed to ensure that all employees are aware of their own safety and the safety of customers, contractors and the public. Employers are responsible for providing safe and healthy workplace conditions as well as the right systems and methods for safe activities. Nevertheless employees also have a vital part to play in the equation. They need the right knowledge and the right attitude which demands proper training in the basics of health and safety, as well as specific training for individual tasks.

Empower offers a range of accredited Health and Safety courses.

## 📌 Team Building

one day course

Empower provides a wide range of team building activities offering a bespoke team building events for you which offers a mix of fun, accessible team activities, reflection and team problem solving. We have already enabled a large number of teams to develop greater understanding and respond collectively to issues affecting their organisation.

## 📌 Understanding the Benefits and the Pitfalls of Multi-Agency Working

one day course

Funders, commissioning agents and government are encouraging agencies to work together to plan and deliver services. Whilst the potential benefits of partnership working are clear; the challenge is to bring together partners with varying cultures, agendas and priorities to work towards a mutual goal. Without proper structures, agreements and open and honest discussion, these partnerships can soon represent a 'House of Cards'. This course enables you to plan and provide the foundations for success.

## 📌 Creating a Compelling Road Map for Your Organisation A Guide to Strategic Planning

one day course

Effective strategic planning is essential for any organisation large or small who seeks to set goals and achieve them. Whether you represent a national organisation or a local community group, this course provides the skills and techniques necessary for a group to establish: "Where are they now?" "Where are they going?" "How are they going to get there?" The course equips you to identify what goes into a strategic plan and gives you the confidence to approach it. A number of organisations have already benefitted from this approach which has enabled them to create a vision and plan to achieve their goals taking the most direct route.

## 📌 The Ultimate Guide for Trustees and Management Committees

two day course

This two day course, based on the NCVO Good Trustee Guide takes you through all the elements of good governance and allows your directors, board of trustees or committee to explore the issues they need to consider and create the structures that will enable them to be effective and accountable. Massively empowering, this course enables board members to collectively work to develop a governance model which will support their organisation. It includes roles and responsibilities of trustees; Effective decision making; Characteristics of an effective board and an analysis of the current position.

## 📌 Working in Your Community

one day course

Designed for Community Development Workers, Outreach Workers and Volunteers the course explores how to engage with communities who appear not to want to get involved. How to say "No" and avoid burn out and what to do if things go wrong. We revisit Belbins' 'Forming', 'Storming', 'Norming' and 'Performing' and show you how to lead groups through these stages. Finally we look at the levels of participation and how to identify true community activity from pure tokenism. Accessible by those new to community engagement as well as experienced community development workers, fun, fast paced and packed with ideas.

## 📌 Essential Skills for Committee Members

one day course

Ideal for newly constituted groups and community members the course provides all the skills participants need to take part in meetings and organisational activities confidently and competently. It takes delegates through all the key roles required by most committees or boards and gives an introduction into the key tasks of each.

“Excellent, relevant and engaging examples, Bev is infectiously enthusiastic, clear and easy to understand – brilliant for beginners to this area. Thoroughly enjoyed every aspect, looking forward to implementing what I have learnt – Fantastic trainer... every organisation needs a Bev!  
Luke Burton  
Swansea University

Extremely well researched, it offers a model of good practice in governance for the Third Sector.

Essential Skills for Committee Members is a lot of fun with lots of participation in a safe environment.



“Very enjoyable course, found it very interesting and useful for my organisation – looking forward to hearing about other courses!” Cathryn Bishop, Swansea

## 📌 Business Planning

one day course

A business plan is an essential route map for any organisation. It describes in detail where the organisation is now in terms of strengths and weaknesses, where it is going in terms of the vision and the short medium and long term goals and how it is going to get there; the steps to achieving those goal. The process does not need to be hard; it does not need to be boring; it can be an empowering and an enlightening process which involves the whole team. Let Empower show you how!

## 📌 Be a Highly Effective Manager

one day course

We are facing one of the most challenging periods in recent history. Are you ready to lead your team to peak performance? Be a Highly Effective Manager examines how to develop leadership skills. You will learn to create, inspire and motivate an efficient team through delegation and effective communication. If you 'manage' staff but would prefer to 'lead' a team, this course is for you!

## 📌 Winning Presentation Skills

one day course

Presenting information in a coherent and engaging way is as important to the audience as the subject matter. Essential messages are often lost because organisations fail to present effectively. Tendering; pitching for support and talking to ministers and key stakeholders all require effective presentation skills. Delivered with humour and lots of interaction you will have the opportunity to develop and deliver your style in a safe environment.

“This was an excellent, really well delivered piece of training which has raised some really good issues about management for future use. All of the work undertaken today was very relevant to my organisation.

Bethan Walilay  
Communities First  
Bridgend

Increase your confidence as we take the mystery out of delivering winning presentations.

## 📌 Introduction to Diversity

*one day course*

*Our aim is to make the issue of recognising and valuing all sections of our community, an empowering and not a daunting prospect. A fun, reaffirming and positive experience.*

Diversity is a fundamental element of any group organisation or business. This course explains what the term 'Diversity' means, how to achieve it and what benefits it brings. A diverse organisation reflects the community it serves and this presents challenges. How do you engage groups or individuals who have historically been ignored, or need additional support to do so? This course deals with diversity in a practical non-threatening way and is accessible by all.

## 📌 'Overcoming Barriers' A Guide to Confidence Building and Motivation

*one day course*

*"Argue for your limitations and sure enough they are yours": Richard Bach author of "If" and "Jonathon Livingstone Seagull."*

It is often a lack of confidence, not skill or ability, that divides those who achieve from those who fail. Sadly, many people in our society are preconditioned not to attempt to overcome personal and institutional barriers because they believe 'there is no hope' In truth, the greatest barrier facing all of us is our belief that we cannot achieve something. This often translates into 'People from our estate don't go to university', 'No one in our family has a job' or 'I will always get hit by a partner because I always have in the past.' This course challenges these beliefs and gives participants the confidence and skill to set goals and smash down barriers in their wake.

## 📌 Achieving Peak Performance

*one day course*

As our work and home life becomes more demanding we are often left stressed and under pressure. This course focuses on a range of strategies which can help you and your team get the most out of your day and still have energy and enthusiasm to spare. Follow our ten point plan and reclaim your life!

## 📌 'Here Today Gone Tomorrow?' Developing a Sustainability Strategy Which Will Ensure You Last

*one day course*

Too many organisations live hand to mouth, over reliant on a single funding stream and unable to plan long term strategy in case the funders' priorities change. Reclaim the power, help your organisation develop a sense of itself and its future and identify funding and income streams which support your long term plans. It's tough out there, for everyone but those who will survive are not those who batten down the hatches and weather the storm, but those who stand up and are determined to grow.

## 📌 'Who the Hell Are You?' Raise your Profile through Development of a Strong Brand

*one day course*

Your brand is much more than just a logo and a strap line. It's your profile among with customers and stakeholders. How is your organisation perceived and valued? Are you the recognised expert in your field? How far is your reach? Thought you were 'out there'? This course will blow you away. Follow our strategies and see a measurable increase in your organisations profile in just three months!



## 📌 Managing Change Within Your Organisation

*one day course*

There are many elements to creating successful change and each has to be carefully considered. If you are coping with change or realise there needs to be change in your organisation, this is the perfect course for you to attend. We will take you through the elements of the change process, for you to understand each stage appreciating why people react to change as they do. We'll cover how you can cope with change yourself and assist your staff and colleagues for the better of your organisation.

*This session will provide you with the knowledge to help you implement, manage and sustain change for the benefit of your organisation.*

## 📌 Train the Trainers

*one day course*

This high energy session is delivered by an experienced trainer looking at how to present information to a group of people; deliver accessible, engaging training events and plan training sessions for maximum impact. The session will include planning and delivering a short ten minute presentation and supporting other members of the group with their presentation.

*The course includes engaging participants; understanding how adults learn; developing confidence and giving feedback.*

## 📌 Roles and Responsibilities of Company Directors

*one day course*

As organisations seek to secure a legal entity status for emerging social enterprises or to limit the liability of the directors the opportunity to be a limited company or Community Interest Company often represents uncharted territory for many people. Limited company status offers a lot of opportunities for the Third Sector but comes at a price. This course explains the benefits and responsibilities of company directorship and enables participants to establish if this is the best structure for their organisation through comparison with other options.

*Extremely empowering course makes the legal stuff clear and simple!*

## 📌 Increase Your Personal Effectiveness

*one day course*

More is expected of managers and staff now if they are to meet the challenges of their professional and personal lives. We look at time management, dealing with distractions, prioritising and making time for yourself. Learn to engage the whole team in the priorities the organisation faces and delegate effectively and guilt free. Take a day out and revolutionise the way you work!

*This course gives you a day to step back, examine how effective you are currently and develop the skills to be more effective.*

## 📌 Introduction to Advocacy

*one day course*

The key to advocacy is that the client or service user remains in control and the advocate must give as much consideration to this aspect of the advocacy as a successful outcome. The course draws on a wide range of case studies where participants have the opportunity to share and debate the best approach and what the practical and ethical issues are.

*Advocacy is an essential skill representing those who for whatever reason are unable to represent themselves.*





## 📌 'Will it work?' Conducting a Feasibility Study

one day course

Organisations can reduce the risk of developing unpopular and unfeasible projects by conducting a feasibility study. We take the myth out of this, giving participants clear guidelines on what a feasibility study should include and how to conduct one. Whether you plan to appoint a specialist team to undertake the feasibility study or intend to do it yourself, this course will guide you through every step and give you the confidence to manage the process effectively.

## 📌 Successful Trading for the Third Sector

one day course

Moving from grant dependency to a social enterprise generating income from trading is much an issue of culture as practical application. This course looks at market forces; competition; marketing strategy; developing a USP and ethical selling. Fabulously empowering, with a wealth of information from people who live this stuff! We make trading fun. Whether you are already trading or new to social enterprise this course is packed full of hints and tips and you will leave with the confidence to have a go!

## 📌 Project Evaluation - What Is It About?

one day course

Many organisations are required to conduct an external evaluation of their project at the end of the projects life. However, if not, many fail to evaluate their work and miss an opportunity to review, learn from the mistakes and share good practice. Even more important is the opportunity to conduct an interim evaluation whilst there is still time to adjust the delivery model for greater impact. This course focuses on good practice in project evaluation and shows how to ensure qualitative as well as quantitative data for the final report. Finally we will provide you with structure and guidance to conduct your evaluation from the planning to the final report.

## 📌 Maximising Income From Community Assets

one day course

Buildings can provide a valuable source of income for voluntary and community organisations but they can easily become a black hole which can swallow up funding, energy and resources if not approached properly. Empower will help you look at your project commercially and ensure that the project is created to be financially sustainable and valued by the community. A truly 'empowering' course!

## 📌 Full Cost Recovery - Can You Survive Without It?

one day course

Full Cost Recovery is the single most important factor in the sustainability of the Third Sector; so why do so few people use it? Could it be that it was written by accountants for accountants and many organisations do not understand it? Empower has stripped the model back to make it accessible by non-financial participants and explain why it is so essential. We provide essential tips for making sure you accurately calculate the direct costs of a project and go through the entire formula for Full Cost Recovery.

## 📌 Developing High Performance Teams

one day course

All too often organisations suffer through poor performing teams and CEO's or individual staff members are left to pick up the slack. Whether it is a negative culture left unchecked or personal issues causing friction, managers need to be able to address the team and get them of the right track. This course explores how to discover if you have a poor performing team; what success looks like and how to address change while taking the team with you. Turning a poorly performing team into a highly effective team will revolutionise your organisations capacity.

*Even if you don't have issues now; this course will enable you to support your team and ensure they remain at peak performance.*

## 📌 Creating Effective Partnerships

one day course

Effectiveness of any organisation, be it a charity social enterprise or business, can be assessed by its ability to forge effective partnerships. Effective partnerships can be characterised by a clear terms of reference where each partner understands what is expected from them and what they can expect in return. There is regular engagement between partners and a language both understand. This session will enable you to establish who you need in your network, how to approach them and how to maintain them.

*Essential course for managers and CEOs of all sectors. We guarantee you will leave with a network structure and a comprehensive plan to make it happen!*

## 📌 Engaging Effectively With the Statutory Sector

one day course

With the increased emphasis on delivering under contract and a commitment by the statutory sector to work more closely with the voluntary and community sector it is essential that Third Sector organisations prioritise this role and have the skills and expertise to engage as equal partners. This course looks at opportunities to influence decision making and ensure that Third sector organisations are well placed to engage meaningfully with statutory agencies.

*I thoroughly enjoyed today's training. This is my second course with Empower, again im blown away by Bev's knowledge and enthusiasm it was great.*

Kellie Chard

## 📌 Measuring Soft Outcomes and 'Distance Travelled'

one day course

Soft Outcomes including targets such as raised aspirations or expectations or increased pride in the community measure valuable benefits from projects and activities. Inherently complex to measure we unpick the processes by which you are able to measure the real impact and benefit to individuals and communities.

*Using recognised tools we seek to formalise targets which involve personal change among both the individual and whole communities.*

## 📌 Challenging Self-limiting Beliefs

one day course

Whilst inevitably there are those who are faced with numerous barriers such as poverty, poor educational attainment, lack of support or poor credit history; the biggest barriers each of us face are the ones we create ourselves. Enable service users, beneficiaries and community to lift these barriers and achieve their goals and learn to lift a few of your own in the process.

*This course is for those who work with people who may face these barriers.*

## 📌 Introduction to Counselling Skills

one day course

Developed in response to the demand on a range of professionals that engage with beneficiaries, service users and community who sometimes require active listening and counselling skills. Course includes: Purpose of counselling skills, understanding of the role, active listening, appropriate responses, assisting people to make their own decisions, handling grief, when to sign post on, the boundaries of counselling skills, taking care of yourself.

*A new course offered by Empower.*

*“ A very worthwhile course! I would recommend it to other organisations. Taking away lots of new ideas and strategies to work on.*

*Natalie Ryder  
Porthyfeelin Communities  
First*

## What is included in the training?

The training can be delivered for up to 20 participants. All participants receive a bound work book and certificate of attendance. Accredited courses will show the cost for accreditation separately. We appreciate that smaller organisations may sometimes struggle to fill the places so we provide the opportunity for organisations to come together and buy us in jointly and share the cost. We are also happy for organisations to resell places to generate income.

## Bespoke Training

Empower also offers a bespoke training service and can create a course specifically for your organisation. We will provide you with all the materials on DVD once it has been delivered in order for you to keep and reuse the materials in the organisation. There is a fee for development of bespoke courses.

## We would love to talk to you

Empower aims to develop a relationship with all our clients; we want to understand your aims and priorities as well as your vision and values. This starts with our initial meeting to discuss your needs.

For a free no obligation meeting please call 01443 749787 or email [bev@empowersvs.co.uk](mailto:bev@empowersvs.co.uk)



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