



## **Training and Information Session**

**Cathy Shimmin**

**Senior Training Manager**

**DIRECTORY OF SOCIAL CHANGE**



So, what are we all doing here????



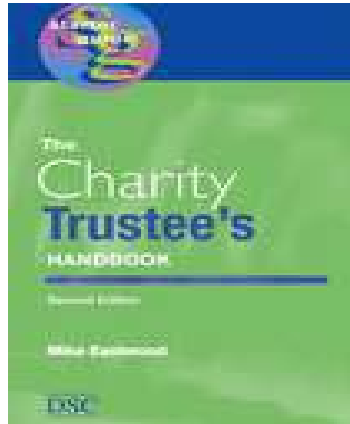
# Find Someone Who



‘Mingle’ with each other and find/meet someone new for each of the ‘topics’ on the sheet.

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Information and Training for Charities and Voluntary Groups



Tailored  
Support

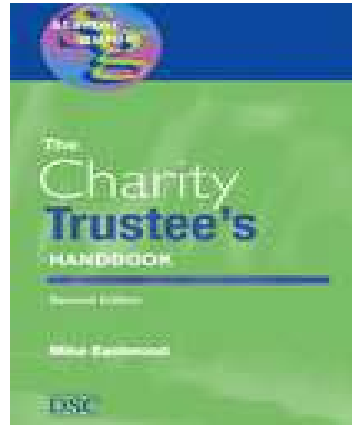
- Training
- Coaching
- Consultancy



[www.dsc.org.uk](http://www.dsc.org.uk)

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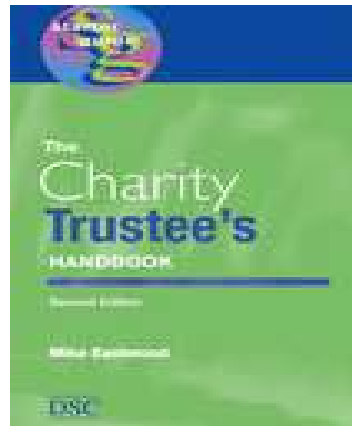
Information and Training for Charities and Voluntary Groups



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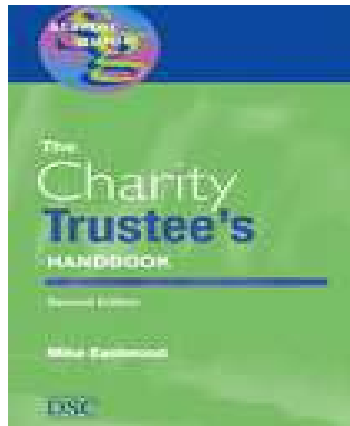
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Information and Training for Charities and Voluntary Groups



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Tailored Support

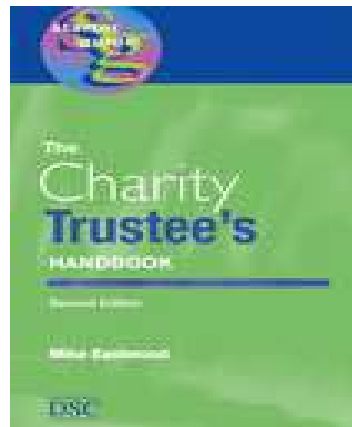
- Training
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An independent voluntary sector at the heart of social change



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Tailored Support

- Training
- Coaching
- Consultancy

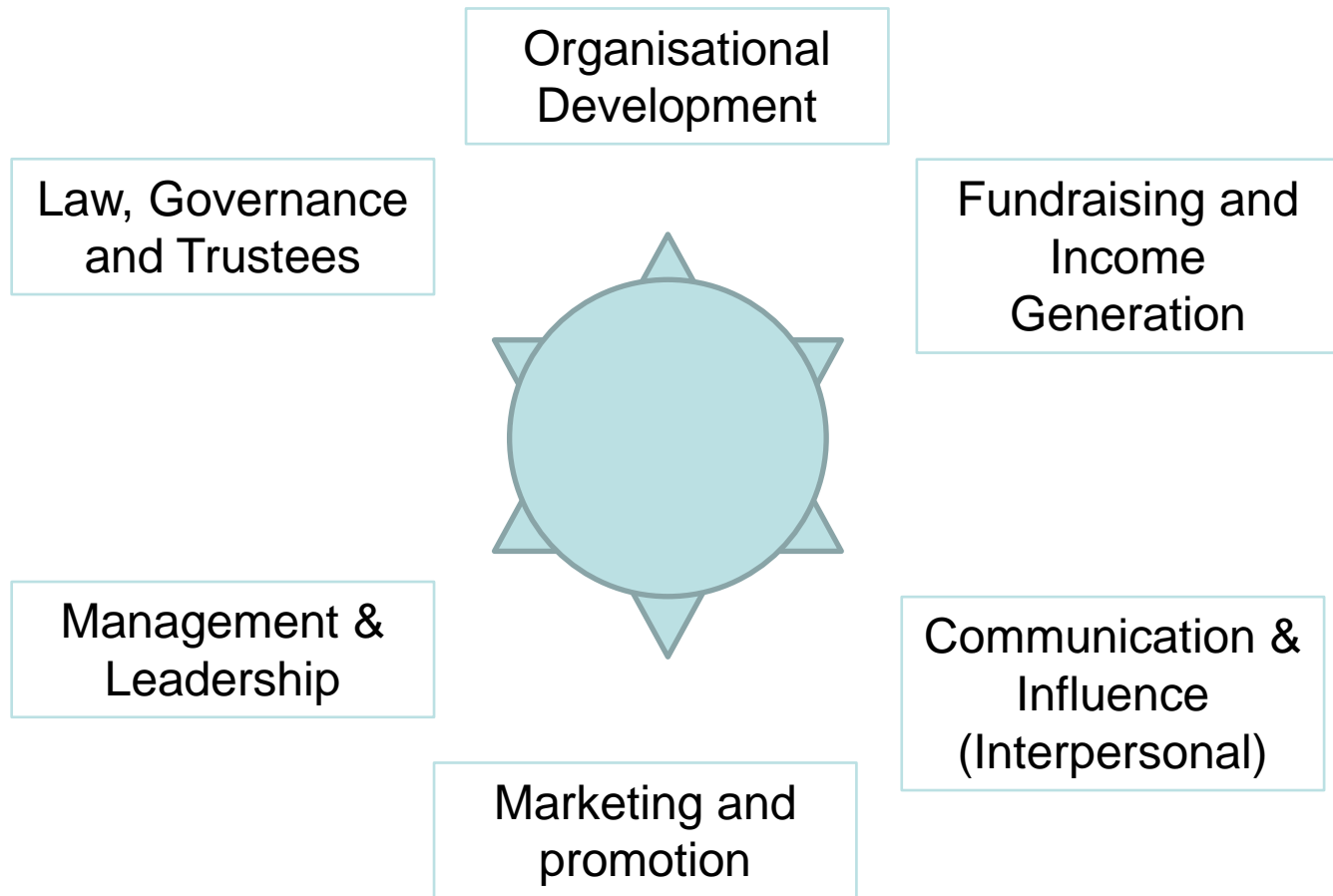


**Campaigning and Policy Work**  
e.g. [Twitter@bigLotteryRfnd](#)

An independent voluntary sector at the heart of social change



# So, what do we talk about in books and training?



# Today – A Small Sample

- Get some training, tips and ideas
- Experience DSC training workshops
- Consider how this helps you and your organisation
- Think about what you'd like more – or less – of

# Trustees - Good Practice

## A Continuum Exercise

✓ **AGREE**

✗ **DIS-AGREE**



# Trustees – Good Practice

## Top Tip

Know the legal duties and ensure everyone involved is clear about their responsibilities

## Where Next?







# Organisational Development

A moment of reflection  
about how things might  
look in the future



# A Framework for Maintenance and change

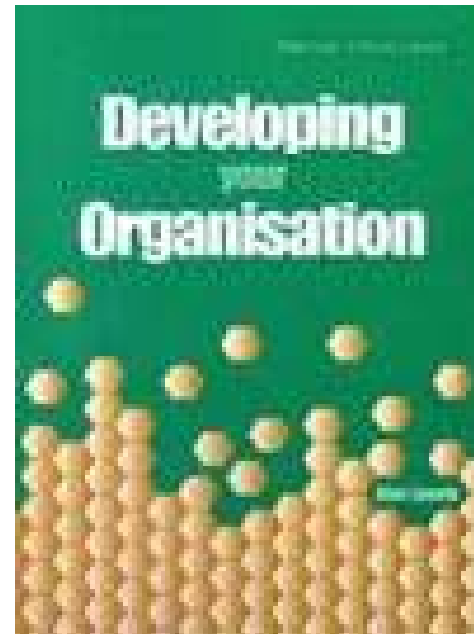
	WANT	DON'T WANT
HAVE	This is great – let's keep it	This isn't great – let's get rid
		
DON'T HAVE	This looks/sounds good – let's get some	This doesn't look/sound good – let's avoid it
		

# Organisation Development

## Top Tip

Don't copy – think.  
Bring together and  
hear from all the  
different stakeholders  
in your organisation's  
future

## Where Next?

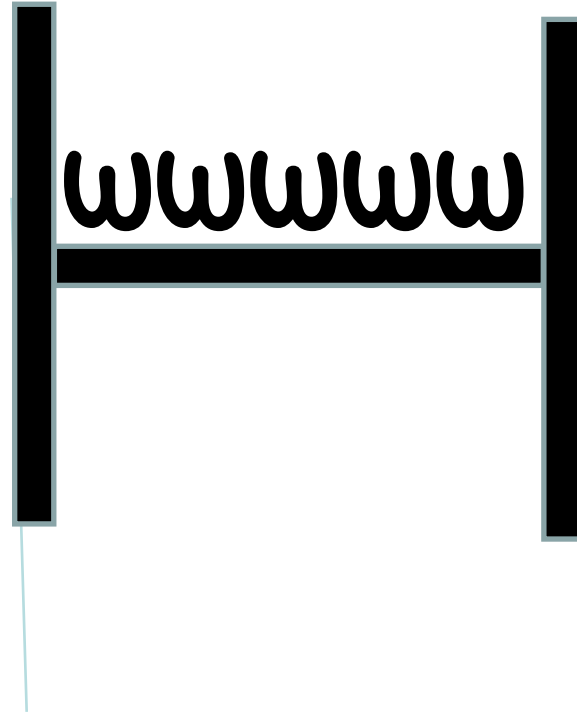


# Monitoring and Evaluation



**Are we making a difference?**

# What's this?



# A Group Carousel Exercise



**CAROUSEL**

# Monitoring & Evaluation

## Top Tip

View this activity as time invested – it provides valuable information to the future of the charity.

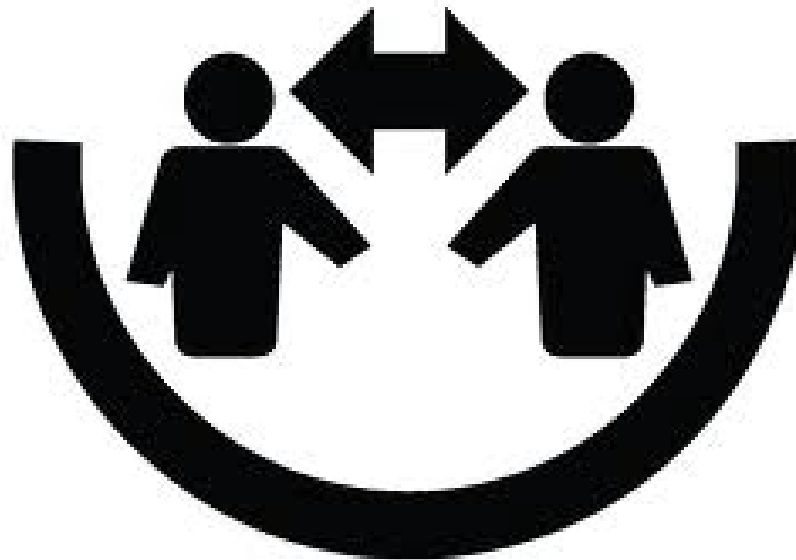
## Where Next?

- Charities Evaluation Service

[www.ces-vol.org.uk](http://www.ces-vol.org.uk)

# Communication

The Right Message?



# A Listening Exercise

- You will need a pen and a piece of paper
- Work on your own – no comments or questions
- Instructions once only
- Follow instructions and do exactly what I say

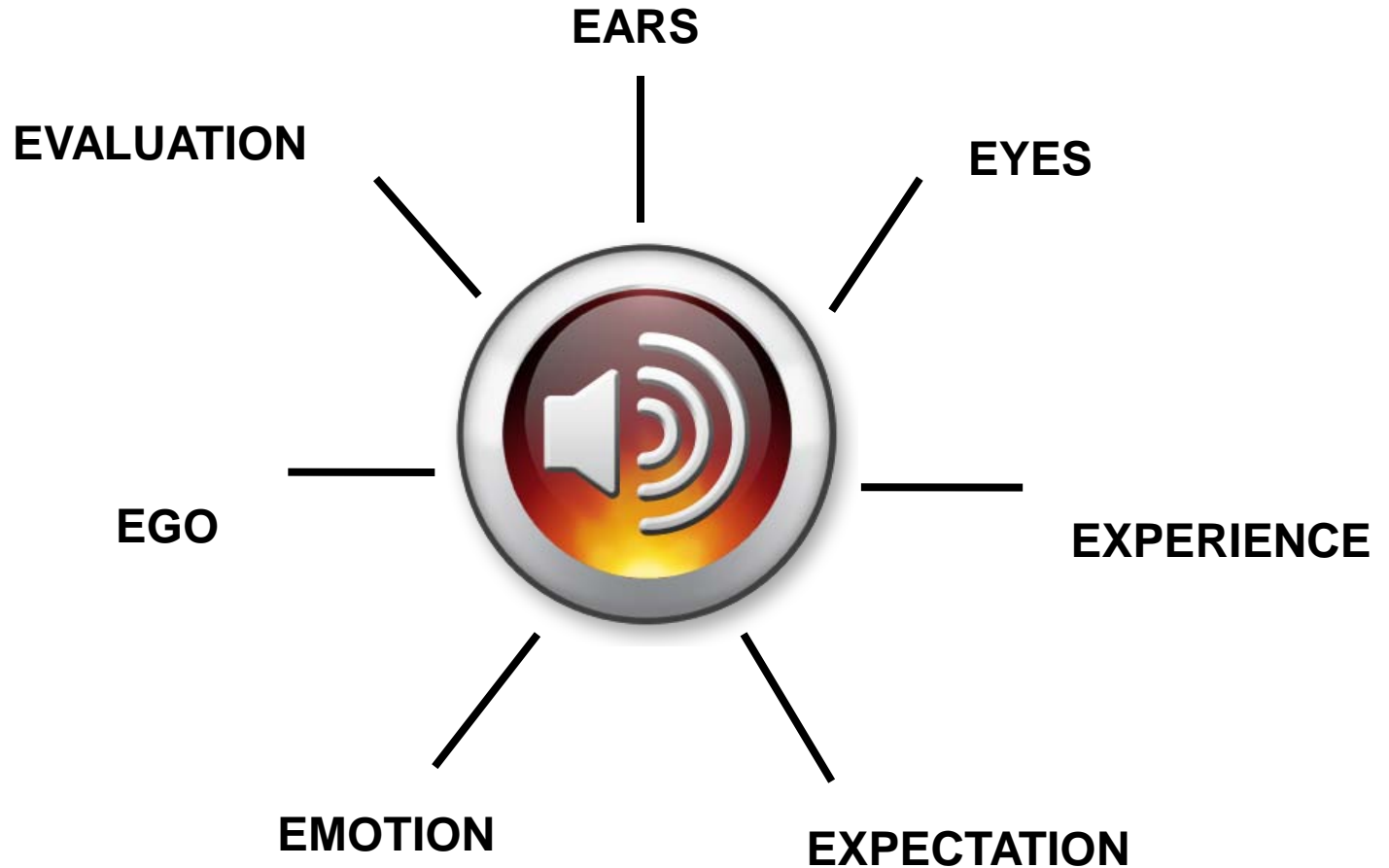
# *Mummy* Bull





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# E'sy Listening?



# 7 Tips to Improve Listening

- Silence the inner talk
- Don't interrupt
- Don't plan your answer half way
- Avoid assuming the end
- Sum up and reflect back
- Check for understanding
- Ask questions

# 7 Tips to Engage More Effectively

- Consider the listener
- Clarify goal – to you and them
- Use frameworks
- Plan the opener – get attention
- Show benefits to them
- Choose language and jargon
- Ask effective questions

# Where Next?



**“If you don’t know where you are going you are almost certainly bound to end up somewhere else.”**

*Mark Twain*



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# A Framework for Maintenance and change

	WANT	DON'T WANT
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