



Participation Cymru

SEPTEMBER 2012 → MARCH 2013

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 engagement including planning & delivery of public engagement, e-participation, facilitation, partnership working and being effective and confident at public events.

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

For full course descriptions, learning aims and objectives please visit our website

www.participationcymru.org.uk

or call us for more information

029 2043 1757

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Introduction to storytelling in organisations

Trainer: Storyworks

Thursday 11 October 2012, The Environment Centre, Swansea

Cost: A £125 B £155 C £185

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.

Writing effective surveys

Trainer: Mandy Williams / Sarah Jones

Wednesday 17 October 2012, Plas Pentwyn, Wrexham

Thursday 28 February 2013, Carmarthen Leisure Centre

Cost: A £125 B £155 C £185

This course covers identifying when it is appropriate to use a survey, writing effective questions, carrying out surveys and analysing the findings.

Introduction to e-participation and social media

Trainer: Sarah Jones / Dyfrig Williams

Wednesday 24 October 2012, CAVS, Carmarthen

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.

Note taking

Trainer: Sarah Jones

Thursday 8 November 2012, Baltic House, Cardiff (10am – 1pm)

Cost: A £65 B £80 C £95

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 sharing ideas and tips with other participants.

Effective facilitation skills (accredited by Agored Cymru)

Trainer: Alain Thomas / Sarah Jones

Tuesday 13, Wednesday 14 November 2012 and Thursday 24 January 2013, Integrated Children's Centre, Merthyr Tydfil

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.

Effective partnership working

Trainer: Mandy Williams

Tuesday 20 November 2012, Morfa Hall, Rhyl

Cost: A £125 B £155 C £185

This course looks at how to make partnership working successful, with participants covering 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.

Staff engagement

Trainer: Mandy Williams

Thursday 22 November 2012, Science Park, Aberystwyth

Cost: A £125 B £155 C £185

This course provides an overview of all aspects of staff engagement. It examines what is meant by staff engagement, why organisations are interested in it, how employers can build an engaged workforce and what the benefits are.

Audio editing

Trainer: Storyworks

Wednesday 28 November 2012, The Environment Centre, Swansea

Cost: A £125 B £155 C £185

This is a follow on course for those who have attended our 'Introduction to Storytelling' course and for those who have some experience of using digital stories. Participants will learn the basic storytelling and technical skills needed to produce an interview generated audio story. Once recorded these stories can be used in a variety of ways including as podcasts, as content for websites or for training purposes. The course will be hands on and practical and will give advice and training in the most effective interview techniques as well as in the editing and recording skills necessary.

Practical participatory tools for public engagement

Trainer: Mandy Williams

Tuesday 4 December 2012, Plas Dolerw, Newtown

Cost: A £125 B £155 C £185

This course offers the opportunity to learn and practice a number of participative techniques that can be used in face to face engagement activity. These tools can be used in many different settings and are easily translated from one context to another. They offer the practitioner some new tools for their engagement work and the practical experience of trying them out within a safe context.

NEW Independent living in practice

Trainer: Disability Wales

Thursday 6 December 2012, Baltic House, Cardiff

Tuesday 5 February 2013, Conwy Business Centre, Llandudno

Cost: A £125 B £155 C £185

During the course you will learn about disabled people's experience of barriers to gaining Independent Living, what disablement means in reality and how this effects individuals' day to day living, what Independent Living is and its complexities, and how to communicate with, and relate to disabled people effectively.

Evaluating and monitoring outcomes

Trainer: Alain Thomas

Thursday 10th January 2013, Baltic House, Cardiff

Cost: A £125 B £155 C £185

This introductory 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. 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.

Public engagement: Theory and practice

(Accredited by Agored Cymru)

Trainer: Mandy Williams and Alain Thomas

Tuesday 5, Wednesday 6 February and Tuesday 26 March 2013, Forge Fach, Swansea

Cost: A £375 B £435 C £495

This comprehensive, three-day accredited course aims to provide 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.

Confidence at public events

Trainer: Sarah Jones

Tuesday 19 February 2013, YMCA, Barry

Cost: A £125 B £155 C £185

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.

NEW Advanced social media for e-participation

Trainer: Rhiannon Davies

Thursday 14 March 2013, Forge Fach, Swansea

Cost: A £125 B £155 C £185

If you are already using social media to engage with communities and service users but would like to know how to improve your content and reach, get some top tips and new ideas, this session is for you. Participants will learn how to use Twitter, Facebook, blogs and LinkedIn effectively, use management apps to become more efficient, develop a communications plan including social media and mitigate risks associated with using social media.

Engaging with seldom heard citizens and communities

Trainer: Alain Thomas

Thursday 21 March 2013, Conwy Business Centre, Llandudno

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.

Introduction to timebanking

Trainer: Timebanking Wales

Thursday 28 March 2013, Cartrefi Cymru, Brecon

Cost: A £125 B £155 C £185

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'. 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 into constructive patterns of behaviour.

Good practice seminars

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

Cost: £50 WCVA members, £65 non-WCVA members (2.5 hour session)

Action learning sets

Tuesday 23 October and Tuesday 27 November 2012 (10am – 1pm), Interlink RCT, Pontypridd

Wednesday 20 February and Thursday 28 March 2013 (1pm – 4pm), Morfa Hall, Rhyl

Facilitator: Mandy Williams

"A problem shared is a problem halved". 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. This seminar explains what Action Learning Sets are about and how to set one up for your own situation. It gives an opportunity to try it out in practice and to know what to do next. An invaluable tool for better collaborative working.

Stakeholder analysis

Tuesday 11 December 2012, Gorseinon Centre, Swansea (10am – 12:30pm)

Facilitator: Sarah Jones

This seminar will share with participants the stakeholder analysis tool with particular reference to citizen and community engagement. This is a very practical session with opportunities for you to begin your own stakeholder map or to refresh an existing one. Following this seminar it is hoped you will be equipped with this new skill and tool so that your engagement is more meaningful and focused.

NEW Engaging with... BME communities

Tuesday 5 March 2013 (10am – 12:30pm), Caerleon Campus, University of Wales Newport

Facilitator: Mandy Williams

This seminar is one of a series which looks at what works when engaging with the equalities groups. Drawing on the experience of practitioners in Wales, and encouraging the group to share experience and learning, participants will leave feeling more confident and better able to engage with BME communities.

NEW Engaging with... older people

Wednesday 13 March 2013, Science Park, Aberystwyth (1:30pm-4pm)

Facilitator: Sarah Jones

This seminar is one of a series which looks at what works when engaging with the equalities groups. Drawing on the experience of practitioners in Wales, and encouraging the group to share experience and learning, participants will leave feeling more confident and better able to engage with older people.

Setting up a network

Tuesday 19 March 2013, Plas Pentwyn, Wrexham (1:30pm – 4pm)

Facilitator: Sarah Jones

This seminar explores how to establish a successful network, with practical ideas, tips and participatory methods for setting up a new network, and for refreshing and re-focussing an existing network. There will be tips for successful networking, agreeing your shared purpose, aims and objectives and writing terms of reference.

TRAINING

HOW TO BOOK

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

Price bands:

- A** WCVA members
 - B** Voluntary and community organisations
 - C** Public and private sector.
- We encourage use of public transport and car sharing where possible please use the carshare forum www.whq.org.uk/carshareforum.

BESPOKE IN-HOUSE TRAINING

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 very cost effective way of training your team which significantly reduces the cost per head.

Our training covers everything from introductory public engagement courses, to courses on specific techniques and methods, through to planning and evaluation. We relate learning to your organisation and wherever possible ground learning in practical work which learners can apply to their workplace.

Please visit our website for the full list of course descriptions and contact us at participationcymru@wcva.org.uk to discuss your needs.

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.

We support staff throughout the process and will work closely with your team. This is a practical way to build your organisation's capacity, experience and confidence in running face-to-face engagement activities, in a safe and supportive environment. We bring a wealth of experience and learning from working with other organisations which we will share throughout. Please contact us to discuss your needs participationcymru@wcva.org.uk.



If you have a compatible smart phone, scan the QR code to take you straight to our website.

(QR reader app required)

