

## Our work with... VCSEs and non-profits

It's often a joy working with clients in this sector – such a diverse range of organisations and challenges. There's a huge difference between, for example, professional membership bodies, museums and the arts world, and healthcare CICs. But, judging from the fifty or so with whom we've worked over the past few years, they all tend to have a strong sense of mission and organisational culture and values. It's essential to work collaboratively with them to understand their cultural DNA and to design learning interventions that really 'land'.

Here are just a few examples from the roll-call of our clients in this sector over the past few years: Brighter Futures for Children Ltd • Versus Arthritis • The National Gallery • Royal Botanic Gardens Kew • The British Mountaineering Council • British Dental Association • Tate • Diocese of Bristol • Institute of Actuaries • Isabel Hospice • Marine Stewardship Council • Royal Academy of Arts • Institution of Engineering and Technology • Care UK • Institution of Mechanical Engineers • Migrant Help

### 1

## Management and personal effectiveness

We have a wide range of programmes available for delivery without the client incurring any expense on learning design. Equally, some clients prefer a bespoke solution. Either way, the fifteen most popular subjects over the last couple of years (each delivered for multiple clients) have been:

- |                                   |  |
|-----------------------------------|--|
| Change management                 | Minute-taking                                |
| Coaching skills for line managers | Performance conversations                    |
| Creativity & innovation           | Presentation skills                          |
| Honest / crucial conversations    | Remote management                            |
| Influencing and persuading skills | Structured management development programmes |
| Judgement & decision-making       | Time & priority management                   |
| Management essentials             | Using our strengths to perform at our best   |
| Meeting skills                    |  |

In addition, we have also delivered a significant amount of one-to-one coaching and more than a few team identity days.

### 2

## HR issues for line managers

This is a significant specialism for us and we are blessed with an expert HR team who are kept busy designing and delivering often bespoke sessions for our not-for-profit clients. The ten most frequently requested topics recently have been:

- |   |   |
|---|---|
| Coaching for HR Business Partners             | Managing people within the law              |
| DiSC interviewing                             | Managing sickness absence                   |
| Disciplinary and grievance panels and appeals | Performance reviews                         |
| HR team identity day                          | Recruitment & selection interviewing skills |
| Introduction to workplace mediation           | Workplace Investigations                    |

### 3

## Corporate governance

A hugely important area for VCSEs in particular, we address this subject through our sister organisation The Boardroom Effectiveness Company. Sessions delivered recently for clients in this sector have included:

- Board culture in a virtual environment
- Effective Company Director
- Quality governance for trustees and directors of VCSEs
- Risk management for charity trustees

We've also undertaken full-scale board evaluations in this sector.

### 4

## Specialist topics

With such a wide-ranging team of subject-matter experts at our disposal, it's no surprise that we've delivered quite a few specialist topics for VCSE and other non-profit clients recently, especially in customer service, IT skills, commercial and procurement, including:

- |  |                                    |
|--|------------------------------------|
| Commercial awareness                                 | Good to great customer service     |
| Commercial awareness in the public sector            | Introduction to project management |
| Contract law & contract drafting                     | Leading safely                     |
| Customer service in difficult situations             | Power BI (intermediate)            |
| Delivering a quality service                         | Power BI (introduction)            |
| Developing effective scopes of work & specifications | PowerPoint (intermediate)          |
| Excel (advanced)                                     | PowerPoint (introduction)          |
| Excel (intermediate)                                 | Reception perfection               |
| Excel (introduction)                                 | Resilience in customer service     |
|  | Successful customer service        |
|  | Train-the-trainer                  |

***We've been working with VCSEs and other not-for-profit organisations for the past twenty years. We 'get it'. So if you've got a development need and could use some external support – whether in management skills, presentation skills, customer service, workplace investigations or any one of the hundreds of other topics we can cover – just pick up the phone.***

Give us a call now on **01582 463460** to find out how we can help you with top quality training that might also help spread your budget a little further than you expect.