

## Toosh Courses

*Toosh offers you a wide range of courses in wide ranging fields:*

### Management and Employment

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#### **Managing Change**

One day

All organisations go through change, but some organisations change more than others! How does your organisation cope with change, and how do you lead your organisation through difficult times. This course looks at technical issues such as reorganisations, redundancies, and other types of change, and looks at the management tools that can be used to help participants manage these situations.

#### **Managing your Management Committee**

One day

All voluntary organisations have management committees of one sort or another. This course is aimed at Chairs of committees and Chief Executives who have the job of managing these committees to ensure they are the productive, effective body that they are supposed to be. The course looks at issues and problems that commonly arise, and offers the tools and methods to deal with these situations. This course looks at the range of tools you can use to help you build a strong effective committee.

#### **New to Managing?**

Two days

This practical two day course will introduce you to all the main areas involved in management. This will include managing people, managing buildings, finances and resources, and managing the expectations of others. It will look at the various practical areas such as supervision, managing teams, and managing projects. Difficult issues such as managing change, motivation and disputes will also be explored. An essential course for anyone given new management responsibilities.

#### **Effective team building**

One day

Want to get the best from your team? Does your team actually work as a team, or as a group of loosely affiliated individuals? It is well known that teams that work well together achieve more than the sum of the individuals. Organisations with strong teams achieve greater success than those that are split. This course will look at what is a team; the benefits of teamwork; the roles needed in high performing teams; team leadership; team development; problem solving; handling conflict; and keeping teams motivated.

## **Effective Leadership**

Two days

Leadership skills are an essential tool for anyone running an organisation. This course looks at different types of leaders, different leadership styles the qualities and skills leaders need and the qualities leaders should inspire in others. Using Coaching techniques, participants will evaluate their own strengths and weaknesses and develop positive strategies to improve their leadership skills and qualities.

## **Supervision skills**

One day

Supervision of staff is more complex than it often seems, as many managers find out too late. This course will look at various models and practices and will look at techniques for managing more difficult or complex situations. The course will also look at the impact of different leadership styles and motivation of staff.

## **Appraisals**

Two days

Appraisals are an essential management tool. To achieve a quality mark such as Investors in People you need to have an appraisal system in place, and know how to operate it. This course looks at various appraisal models, considers the benefits of appraisals to both organisation and staff and looks at methods of implementing a fair and effective appraisal system. Topics explored will include the type of forms used, the style of interview and interviewing skills for the appraiser, the setting of achievable and measurable goals and ensuring that the process is positive.

## **Coaching for managers**

One day

Managers need to use a range of skills to successfully motivate and support staff. Coaching skills are an essential part of any good manager's toolkit. This course will give participants an opportunity to explore, evaluate and develop their own coaching skills. Participants will learn how to use coaching to help boost their effectiveness and to inspire and help others to develop themselves.

## **Managing difficult staff situations**

One day

At any time during a management career a manager is bound to come across a difficult staff situation. This course will look at how to manage a range of problem situations, looks at the range of procedures and methods that can be used to solve situations, and provides the tools and knowledge to deal with any problems that may arise. Opportunities to confidentially discuss real situations will be provided. This course will include a clear look at legal and contractual obligations of employers.

## **New Employment law**

One day

Employment law is constantly changing, both through UK and EU legislation and judicial interpretation of that legislation. This course looks at how these changes effect your organization and considers a range of employment law issues such as contracts of employment, maternity/paternity rights and the rights of volunteers, part-time and casual workers.

## **Recruitment and selection skills**

Two days

Recruitment can be time-consuming, difficult and sometimes ineffective. Without good recruitment practices and procedures your organization could be wasting a lot of time and money. In addition, good practice in recruitment and selection is essential in order to prevent discrimination in employment and avoid costly court cases. A central consideration of this course will be implementing effective equal opportunities. The course will offer participants the opportunity to look at how recruitment is properly planned, how advertising can work or fail, and how interviewing can be effectively and usefully carried out.

## **Contracts of Employment and Employment Status**

One day

Are you sure your organization is employing people legally? Are the contracts you use effective, up to date and appropriate for the staff you employ? This course looks at the range of employment terms and conditions that apply, the clauses that your contract should have (or must have) and at the various types of employment status. Issues surrounding freelancers, volunteers and tax will all be discussed, and participants will have the opportunity to discuss their own contract issues.

## **Handling Discipline and Grievance**

Two days

Handling tricky discipline and/or grievance situations can be a nightmare. This course looks at procedures and provides you with a checklist to ensure your procedures are fair, legal and effective. The course then looks at the discipline and grievance processes, and gives participants the chance to solve real case study situations, and to act out role plays. The course takes account of recent employment law changes and provides the best solutions to managing processes fairly and within the law.

## Fundraising and Development

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### **Introduction to fundraising**

One day

This course will provide you with the tools necessary to discover the various sources of funding and to research to find appropriate funders for your organisation's needs. It will give you the practical skills needed in order to present and profile your organisation's financial needs to prospective funders, and give you tips on developing your organisation's 'fundability'.

### **Producing a successful Business Plan**

One day

These days, having a formal plan, whether it is called a business, strategic or development plan is now an indispensable requirement if an organisation is to succeed. It is expected by funders, a requirement for many contractors, and a vital tool in planning your organisation's development. The course will explore how the plan can be used to successfully fundraise for your organization, and be used to plan for your organisation's future.

### **Devising a fundraising strategy**

One day

Without a strategy for raising funds it is hard to be sure you are maximizing the funding opportunities for your organization. Combined with a business plan, a fundraising strategy is an essential part of every fundraiser's armoury. This course covers the preparation, context and content of a good fundraising strategy. It will consider aspects of budgeting, setting targets, and making the most of existing resources, and how to target external resources and opportunities.

### **Full cost recovery**

One day

**“Voluntary organisations need to analyse and understand the true costs of their activities, and funders need to recognise them.” *New Philanthropy Capital (NPC)***

The principle of full cost recovery is to accurately cost your project, including the essential core costs needed to become more sustainable. It is being promoted by the government and many leading funders. This course looks at calculating the full cost of a service, including overheads in bids and best presenting your case. Calculating the full costs of your projects is the first step towards recovering, or funding, the full costs of your organisation.

## **Improving your fundraising applications**

One day

Sick of seeing many of your funding applications fail? This course will look at where you can go right, and will help you put together quality applications with a greater chance of success. It will examine the practical matters you need to consider, such as style, your organisation's selling points and at the expectations of funders. It will enable you to use a straightforward, approach and provide pointers for making successful applications.

## **Local Strategic Partnerships and Local Area Agreements**

One day

Recent Government policy is that local strategic partnerships and local area agreements are central to determining local priorities and funding. This course will consider the implications and effect of this on voluntary organisations and how it affects 3rd Sector funding, particularly in relation to locally commissioned services..

## Organisational Development

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### **Legal Responsibilities of Voluntary Organisations**

One day

This course gives an overview of voluntary and community organisations' legal responsibilities, including legal status, financial responsibilities, employment laws and rights, premises issues, The course will also cover equalities law, and how this impacts on your organisation, issues surrounding volunteers and service delivery

### **Management committee roles and responsibilities**

One day

Are you a member of a management committee? Or do they call you a trustee? Are you sure you know what you are taking on? Whatever your title you probably have a range of responsibilities you may not be completely sure about. The course examines the purpose and role of committees and the principles of good practice for management committee members. It considers the law regarding finance, equal opportunities, employment and health and safety and provides an over- view of the Charities Act and company law.

### **Developing community participation and involvement**

One day

How can you sure your project involves the community it is aimed at? How can you ensure community involvement in your organization? A range of actions are necessary to ensure success. Subjects covered include networking, marketing, developing partnerships and building capacity so that groups and individuals can put their ideas across effectively to influence decisions on matters that affect their lives. Skills development and coaching are included to build skills of developing community participation.

## **Promoting your organisation**

One day

What can you do to raise your organisation's profile? How can you make sure funders and clients are aware of how great your services are? This course will provide you with an understanding of the marketing process and what's involved, the marketing mix and the four Ps. It will enable you to put together a marketing strategy for your organisation.

## **Policies and procedures: keeping it legal and up-to-date**

One day

What does your organisation need to do to ensure it is meeting its legal obligations? Keep up with and ahead the law—for example, by introducing family friendly policies. This course will consider what you have to, what you would like to do and what would be good for you to do to ensure your organisation has the policies and procedures it needs in place.

## Staff Development

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### **Developing Negotiation Skills**

Two Day

This course will consider each stage of negotiation: preparation, different styles of negotiation and implementing agreements. The course will examine 'principled negotiation', where maintaining a good relationship with the other parties (clients, colleagues, funders etc.) is important. The course will explore both the 'soft' communication skills needed as well as looking at harder tips that will help participants to succeed. Course participants' individual negotiation needs will be explored and participants will take part in useful and fun role plays.

### **Producing effective promotional materials**

One day

Most organisations promote themselves through leaflets, flyers or posters. This course will consider the range of materials, budget implications, the impact of the text and look of the material, tailoring material for different audiences and giving all of your material a corporate look. Other ways of promoting your organization will also be explored.

### **Creating a training course from scratch**

One day

Got a training course to write and don't know where to start? This course is for you: Writing a training course can be a time-consuming process; collecting information, talking to people and a lot of creativity. The course will outline each stage of the process and the key facets and activities involved. It will provide you with a methodology that will help you simplify the process.

### **Training for the first time**

Two days

This course is aimed at people new to training, or anyone who has to take on training as a part of their work. The course will show participants the learning process, explore training needs, look at the development of a training programme and try different training methods. There will also be discussion about problems that arise and difficult situations experienced by trainers.

### **An Introduction to Coaching**

Life coaching is a powerful performance tool that enhances existing communication skills. This course looks at the fundamental methods and tools on which the coaching skill set is based and will provide participants with a range of new options to use when communicating in the workplace. The course is very practical in nature and participants will find it useful to apply their learning to real-life situations at work. In the workplace these tools can be used effectively by managers to raise the performance of teams and individuals, encourage better planning and empower and enable staff to increase their personal and professional responsibility and make better decisions.

### **Writing, editing and designing a newsletter**

Two days

Been lumbered with producing a newsletter? Need to brush up on your skills? This course looks at the range of skills necessary to produce an effective newsletter. Subjects covered include writing, editing, proofing, typesetting, layouts, print buying.... And more! This course can be run either as a stand alone without using IT, or if supplied by the course booker, using IT and software designated.

***Toosh can design any course to fit your needs: give us a call (on 020 7686 2491) or drop us a line (david@toosh.biz) to discuss your requirements***