



Programme of Workshops and Events

September 2009 –
March 2010



New for 2009/2010:

- + Master classes with social enterprise role models
- + Updates on the Companies Act
- + Special prices for social enterprises



Wales Co-operative Centre
Canolfan Cydweithredol Cymru

www.walescoop.com

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Organisations in the Third Sector need to develop key skills and abilities to progress and grow, whilst improving customer satisfaction and retention. The Wales Co-operative Centre offers a range of learning opportunities designed to improve the abilities, skills and knowledge of Third Sector managers, staff and volunteers at all levels.



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Wales Co-operative Centre
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Welcome

The Wales Co-operative Centre is a co-operative development agency which delivers a range of projects to promote social, financial and digital inclusion. Our advisors work across Wales, helping communities to start businesses or projects which value people and the environment as much as profit.

The Centre is committed to developing the future of the Third Sector in Wales. This Programme of Events includes workshops, seminars and master classes designed to equip organisations and individuals with the skills they need to progress.

Our Clients

Our Programme of Events is designed for:

- + Community and voluntary groups with an interest in social enterprise
- + Social enterprises
- + Co-operatives
- + Credit Unions
- + Public sector organisations with an interest in social enterprise
- + Private sector organisations with an interest in social enterprise

Our Tutors

Our workshops and seminars are delivered by proven business professionals and qualified trainers who can help you develop the skills you need.

Flexible Ways to Develop

This programme of events includes:

Workshops: Our one or two day workshops put the emphasis on learning new skills through practical exercises, group discussion and exchanging ideas. Designed to be fun and interactive, they give you plenty of opportunity to try out new skills before returning to your organisation.

Seminars: Our intensive half-day seminars focus on specialist areas. The presentation and discussion format of these events allows participants to share experiences in a particular field under the guidance of an expert discussion leader.

Master classes: A new addition to the Wales Co-operative Centre Programme of Events for 2009, master classes allow participants to meet and gain firsthand experience from an individual who has set up or is involved with the day to day running of a social enterprise, or an expert within a specified field.

Bespoke Training: If you have eight or more people in your organisation who are interested in a workshop, seminar or master class, then we can try to deliver it at a time and place to suit you.

Funding for training may be available from the Welsh Assembly Government – please call 0845 60 661 60 or email info@skillspeoplesuccess.com for further information.

Easy Ways to Book

Visit: www.walescoop.com

Phone: 029 2055 6194

Email: walescoop@walescoop.com

Post: Wales Co-operative Centre, Llandaff Court, Fairwater Road, Cardiff, CF5 2XP.

Fax: 029 2055 6170

A copy of this brochure is available in large print format. Please telephone 029 2055 6194 to request a copy.

02/03

Wales Co-operative Centre
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Essential Business Skills



Introduction to Social Enterprise

New for 2009, this master class will clarify what a social enterprise is and examine real life case studies. Participants will have the opportunity to meet a role model who has successfully set up a social enterprise and time will be allowed for questions to be addressed such as, "What are the benefits and challenges of setting up a successful social enterprise?" The role model, together with a Wales Co-operative Centre member of staff, will be on hand to examine ideas for the creation of new social enterprises.

Format: Master class, 3 hours
Date: Thursday 24 September, Llandudno
 Monday 14 September, Pontypridd
 Thursday 14 January, Merthyr Tydfil
 Thursday 18 March, Bangor
Cost: A: Free B: £10 C: £20 D: £50

Legal Structures

(Including an update on changes to the Companies Act)

Choosing the right legal structure for your organisation is a critical decision and one which has a huge impact on your future development. This seminar, led by experts from the co-operative sector, will outline the types of legal structures available and clarify the strengths and weaknesses associated with each one. This workshop will provide an update on changes to the Companies Act for 2009.

Format: Seminar, 3 hours
Date: Thursday 12 November, Llandudno
 Friday 5 February, Abercynon
Cost: A: Free B: £10 C: £20 D: £50

Business Planning for Sustainability

We all face more uncertainty than ever before. Whether you're starting a new enterprise or planning the next stage of your organisation's growth and sustainability, give yourself the best chance of succeeding with this business planning workshop. The workshop will enable you to understand the role of a business plan, learn what investors look for in a business plan, and piece together various elements to construct a winning plan.

Format: Workshop, 1 day
Date: Thursday 10 December, Bangor
 Thursday 25 February, Carmarthen
Cost: A: Free B: £20 C: £40 D: £100



**Thoroughly
enjoyable training
– the workshop
leader was very
approachable and
there was time for
everyone to
contribute.**

Aled Glynne Davies,
Goriad FM



Financial Planning for Beginners

Financial planning is a frightening term for many individuals but in the broadest sense it is just an effort to manage all aspects of an organisation's financial affairs. This workshop is designed for those individuals that are new to financial planning and will introduce basic financial concepts, terminology and procedures.

Format: Workshop, 1 day
Date: Tuesday 22 September, Bangor
 Tuesday 13 October, Bridgend
Cost: A: Free B: £20 C: £40 D: £100

Advanced Financial Planning and Management

This workshop is aimed at managers who would like to learn how to manage their finances more effectively and with greater confidence. The day will help you make sense of management and financial accounts. You will also be able to understand the concepts, objectives, stages and main tools of financial planning and work more effectively with your accountants.

Format: Workshop, 1 day
Date: Tuesday 6 October, Bridgend
 Tuesday 1 December, Blaenau Ffestiniog
Cost: A: Free B: £20 C: £40 D: £100

Direct Marketing for Absolute Beginners

Direct marketing is a tool which can be very effective but is often used in a way that is unprofitable and annoying to recipients. This seminar is designed to show you how to use it correctly and profitably and will cover how to use databases legally and effectively, creating the right message, selecting the right tools and writing mailing materials.

You may want to book for 'Using the Media' as well which takes place during the afternoon at the same venue. If you book for both seminars, we will provide lunch!

Format: Seminar, 3 hours
Date: Tuesday 20 October, Llandudno, 10.00am – 1.00pm
 Thursday 11 February, Llandarcy, 10.00am – 1.00pm
Cost: A: Free B: £10 C: £20 D: £50

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Essential Business Skills continued



Using the Media

Gaining a busy editor's attention is difficult. This seminar is essential for anyone who wants to make more of their local media to create positive awareness of their organisation. It will help you identify newsworthy stories, write effective press releases and build relationships with the media.

You may want to book for 'Direct Marketing for Absolute Beginners' as well which takes place during the morning at the same venue. If you book for both seminars, we will provide lunch!

- Format:** Seminar, 3 hours
Date: Tuesday 20 October, Llandudno, 2.00pm – 5.00pm
 Thursday 11 February, Llandarcy, 2.00pm – 5.00pm
Cost: A: Free B: £10 C: £20 D: £50

Introduction to Environmental Management for Social Enterprises

The environment is no longer just a hot topic. It has become an integral part of managing a successful social enterprise. New for 2009, this master class will provide you with an introduction to environmental issues; what they mean to you as a business, why and how you might benefit from 'going green' and the importance of complying with current environmental legislation. The master class will also equip you with the knowledge to help you improve your own environmental performance and an expert will be available to provide you with practical steps that you can take towards establishing an Environmental Management System (EMS) suited to your needs.

- Format:** Master class, 3 hours
Date: Friday 6 November, Bridgend, 10.00 – 1.00pm
 Tuesday 19 January, Bangor, 10.00 – 1.00pm
Cost: A: Free B: £10 C: £20 D: £50



Health and Safety in the Workplace – CIEH Level 2 Award

CIEH Level 2 Award in Health and Safety in the Workplace will provide you with an understanding of health and safety that will help you contribute to any health and safety management system. This includes an understanding of the legal requirements placed on employers and their employees, hazards and risks in the workplace and the controls that are put in place to reduce harm.

- Format:** Workshop, 1 day
Date: Thursday 1 October, Llandudno
 Wednesday 11 November, Merthyr Tydfil
Cost: A: Free B: £20 C: £40 D: £100

Basic First Aid for the Appointed Person

This workshop, provided by the British Red Cross, is ideal for smaller workplaces that present few health and safety risks, where a nominated or appointed person is required to take charge in the event of an illness or accident. During the day, you'll cover health and safety (first aid) regulations, managing an incident, the priorities of first aid, treatment of an unconscious casualty, resuscitation, shock, bleeding and common workplace injuries.

- Format:** Workshop, 1 day
Date: Tuesday 29 September, Llandarcy
Cost: A: Free B: £20 C: £40 D: £100

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Organisational Development



Growth and Sustainability for Social Enterprises

Growth, sustainability and the need to reduce grant dependency by increasing earned income are challenges for many organisations. This master class examines some of the ways to achieve this and participants will have the opportunity to meet and question real people who are overcoming such challenges within their own social enterprise. Time will be allowed for any questions to be addressed.

Format: Master class, 3 hours
Date: Tuesday 1 December, Bridgend, 10.00 – 1.00pm
 Tuesday 19 January, Bangor, 2.00 – 5.00pm
Cost: A: Free B: £10 C: £20 D: £50

Employment Law

Employers spend on average ten hours a week dealing with red tape around employment law. This practical workshop will advise you on how to navigate through the minefield. It will cover legislation around equal opportunities, help you to understand and handle workplace disputes, and address how to implement discipline and grievance procedures.

Format: Workshop, 1 day
Date: Wednesday 14 October, Llandudno
 Wednesday 24 March, Pontypridd
Cost: A: Free B: £20 C: £40 D: £100

Developing Policies and Procedures

Policies and procedures provide the basic infrastructure for a successful organisation. They outline the foundations of what is expected, based on legal requirements and professional guidance. This workshop is recommended for board members, managers and staff involved in writing and implementing policies and procedures.

Format: Workshop, 1 day
Date: Monday 23 November, Llandarcy
 Thursday 3 December, Caernarfon
Cost: A: Free B: £20 C: £40 D: £100

Procuring With the Public Sector

Public sector contracts are worth millions of pounds within Wales, but many co-operatives and social enterprises are missing out. This workshop, delivered through the Supplier Development Service, will look at the tendering process, why businesses should consider tendering, procurement thresholds, where to find a tender, how to fill in tender documents and advice on how help can be accessed on a 1-2-1 basis.

Format: Workshop, 9.00am – 1.00pm
Date: Thursday 8 October, Llanrwst
 Tuesday 24 November, Abercynon
Cost: A: Free B: Free C: Free D: Free



Managing Change

Change is inevitable as organisations grow and develop. This workshop provides the opportunity to understand why people wrestle with change and how they might react. Discover how to ready yourself for the change and then lead individuals and groups through the transition. What will it take to retain good people during the transition? Who needs to play what role? How should changes be communicated?

Format: Workshop, 1 day
Date: Tuesday 8 December, Llandarcy
 Tuesday 8 December, Caernarfon
Cost: A: Free B: £20 C: £40 D: £100

Fair Trade for Your Organisation (Fairtrade Fortnight)

As the world's first Fair Trade Nation, Wales is leading the way in helping some of the world's poorest producers. There are also benefits for businesses who know how to make the most of this opportunity, including increased customer and stakeholder loyalty, increased sales and good opportunities for PR. This master class looks at how your organisation can benefit too, whether you are in hospitality, retail or any organisation looking at corporate social responsibility. A role model who has successfully incorporated Fair Trade into their business will be on hand to answer questions and we will enjoy product tastings and a fair and local lunch.

Format: Master class, 3 hours
Date: Wednesday 24 February, Swansea, 10.00am – 1.00pm
 Wednesday 3 March, Llandudno, 10.00am – 1.00pm
Cost: A: Free B: £10 C: £20 D: £30

Marketing for Specialist Fair Trade Businesses

Trying to market your specialist Fair Trade business on a shoe-string? This session will help you understand competitor analysis, marketing principles, and how to think like a customer. You will get advice on how to get your website right, communications ideas and planning a launch. We will also look at the Fair Trade criteria and trade associations such as the British Association for Fair Trade Shops (BAFTS).

Format: Workshop, 1 day
Date: Monday 2 November, Newport
Cost: £20

This workshop is only applicable to specialist Fair Trade businesses



The tutor's expert knowledge was the most satisfactory aspect of the workshop.

Esther Wintringham,
Dechrau Newydd

08/09

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Interpersonal Skills



Managing Performance

For those who have responsibility for managing the performance and/or appraisals of individuals, this workshop will provide an opportunity to discuss, understand and practise essential skills, including monitoring and assessing performance and giving and receiving feedback.

Format: Workshop, 2 days
Date: Wednesday 25 November & Wednesday 2 December, Abercynon
Cost: A: Free B: £40 C: £80 D: £200

Roles and Responsibilities of Directors

How effective is your board? Are all your board meetings efficient, effective and strategic? Do all your directors fully understand their role, and match up to best practice? The application of simple standards at board level can radically improve performance and this seminar is designed to ensure that all your directors are performing effectively.

Format: Seminar, 3 hours
Date: Thursday 11 March, Caernarfon, 10.00 – 1.00pm
 Wednesday 13 January, Merthyr Tydfil, 10.00 – 1.00pm
Cost: A: Free B: £10 C: £20 D: £50



**The workshop was
 of a high standard
 and good value.**

Jean Cotton,
 Dechrau Newydd

Recruitment, Management and Retention of Volunteers

For board members and staff responsible for recruiting and managing volunteers, this workshop outlines key elements in the volunteering programme and its legal considerations, and highlights good practice in the recruitment and management of volunteers.

Format: Workshop, 2 days
Date: Monday 5 & Monday 12 October, Llandarcy
 Wednesday 4 & Wednesday 11 November, Bangor
Cost: A: Free B: £40 C: £80 D: £200

Human Resource Management

This workshop is recommended for board members, managers and staff who are new to human resource management (HRM). The workshop outlines HR planning and considers key HR tools for staffing, development, retention and separation.

Format: Workshop, 2 days
Date: Monday 22 February & Monday 1 March, Llandarcy
 Tuesday 16 & Tuesday 23 March, Llandudno
Cost: A: Free B: £40 C: £80 D: £200



Appraisal Skills

Unlocking the productivity and potential of staff and volunteers is a key responsibility of many managers. With this workshop, you'll work through the stages of an appraisal, including setting SMART objectives (Specific, Measurable, Achievable, Realistic, Time-based), agreeing targets, and monitoring performance. You'll also cover the structure and style of appraisal meetings, how to agree realistic development plans, and the vital skill of giving and receiving feedback.

Format: Workshop, 1 day
Date: Monday 19 October, Merthyr Tydfil
 Tuesday 26 January, Caernarfon
Cost: A: Free B: £20 C: £40 D: £100

Running Effective Meetings

The need to run effective meetings is more intense than ever, given ever-increasing pressures on people's time. This workshop will help you understand the elements of a successful meeting and learn how to use meeting management tools so you can implement effective procedures at your meetings.

Format: Workshop, 1 day
Date: Thursday 17 September, Bangor
 Monday 30 November, Bridgend
Cost: A: Free B: £20 C: £40 D: £100

Time Management

We all face distractions that divert time, energy and other resources away from our most important priorities. This one-day Time Management workshop will provide you with time management tips and a range of tools to help you prioritise your time more effectively leading to reduced stress, improved well-being and more productive working.

Format: Workshop, 1 day
Date: Wednesday 14 October, Merthyr Tydfil
 Friday 23 October, Llandudno
Cost: A: Free B: £20 C: £40 D: £100

Customer Care

This workshop is suitable for any personnel in the organisation that come into contact with customers, both face-to-face and on the phone. It will provide delegates with an understanding of what exceptional customer care looks like, and the opportunity to gain tips and tactics to demonstrate this level of service.

Format: Workshop, 1 day
Date: Monday 18 January, Merthyr Tydfil
 Monday 8 February, Bangor
Cost: A: Free B: £20 C: £40 D: £100

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Diary Dates

International Credit Union Day 2009: Your Money, Your Choice, Your Credit Union

Thursday 15 October 2009

Take the opportunity to show your current credit union members how much you appreciate them and encourage prospective members to join.

Social Enterprise Day 2009

Thursday 19 November

A fantastic opportunity for individual social enterprises to engage with their local communities and a way for us all to raise awareness of social enterprise.

Voice 10

1-2 February 2010, Cardiff International Arena
The UK's landmark event for social enterprise comes to Cardiff in 2010. Organised by the Social Enterprise Coalition, this event will bring together over a thousand delegates for two days to listen to plenary speeches and debates, participate in seminars and engage in valuable networking opportunities. Voice10 will be a great place for people to meet, greet, learn, debate and enjoy themselves.

For further information about what's happening on these dates, visit www.walescoop.com

WCVA Training September 2009 – October 2010

WCVA deliver a programme of courses for the third sector in Wales. The course programmes include:

- European 3-SET training
- Management development
- Sustainable Funding Cymru
- Training Skills
- Voices for Change Cymru

For a full list of events, the 2009-10 training programme will be published in August 2009. For further details contact 0800 2888 329 or email training@wcva.org.uk

Details will also be available shortly on www.wcva.org.uk/training



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How to Book

PRICE BANDS

Prices include VAT and are given beside each event under the following price bands:

- A: Credit unions
- B: Third sector organisations based in Convergence¹ areas of Wales
- C: Third sector organisations based in non-Convergence² areas of Wales
- D: Public or private sector organisations

*Prices include refreshments and all course materials.
 For full day sessions, lunch is also provided.*

How to Book

Visit: www.walescoop.com
 Phone: 029 2055 6194
 Email: walescoop@walescoop.com
 Post: Wales Co-operative Centre, Llandaff Court,
 Fairwater Road, Cardiff, CF5 2XP
 Fax: 029 2055 6170

Bookings made by phone or email should be confirmed within five days and are only provisional until we have received a booking form from you.

Payment

We can invoice you for your place, or you can send us a cheque. Payment must be received in full at least five days before the date of the event or immediately for late bookings. If you are booking for several events, payment must be received before the date of the first one.

You may send us a cheque made payable to the **'Wales Co-operative Centre'** with your booking form. If you make a late booking (less than five working days before the event) please enclose a cheque with your booking form.

Cancellation and Transfer Policy

- + Once you have received confirmation of your place on the workshop you will be liable for the whole fee unless we receive notification of cancellation.
- + For cancellations received five working days or more before an event is due to start, we will send a full refund unless you wish to transfer the place to someone else from your organisation.
- + For cancellations received less than five working days before the event is due to start, the full fee will be due unless you wish to transfer the place to someone else from your organisation.
- + For Credit Unions booking a free workshop place, we will charge a fee of £25 if the place is cancelled less than five working days before the training date. This fee will also apply for failure to attend the course.
- + No refund will be made for non-attendance on the workshop.
- + If the Wales Co-operative Centre cancels an event, we will endeavour to inform all participants five working days before the workshop is due to take place. All workshop fees will be reimbursed in full, but we are unable to reimburse other costs such as travel, accommodation etc.
- + If the Wales Co-operative Centre changes the date of the event, workshop participants may request a full refund if the new dates are not convenient.
- + Cancellations are accepted by email, fax, letter or phone.
- + Cancellation fees also apply for bespoke training.

Special Requirements

If you have any individual requirements, please contact us and we will make every effort to accommodate them. Call our Training Administrator, Sarah Broughton, on 029 2055 6194 or email sarah.broughton@walescoop.com

¹Convergence areas of Wales are Blaenau Gwent, Bridgend, Caerphilly, Carmarthenshire, Ceredigion, Conwy, Denbighshire, Gwynedd, Isle of Anglesey, Merthyr Tydfil, Neath Port Talbot, Pembrokeshire, Rhondda Cynon Taff, Swansea, Torfaen

²Non-Convergence areas of Wales are Cardiff, Flintshire, Monmouthshire, Newport, Powys, Vale of Glamorgan, Wrexham

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Booking Form

PLEASE USE BLOCK CAPITALS

Participant details:

Title: Mr Mrs Miss Ms Other _____

Full Name: _____

Title of event	Location	Date(s)

Home details:

House number/name: _____

Street: _____

Town: _____

County: _____ Postcode: _____

Daytime phone number: _____

Organisation details:

Organisation name: _____

Position: _____

Building name: _____

Street: _____

Town: _____

County: _____ Postcode: _____

Telephone: _____

Fax: _____

Email: _____

Are you from:

- A: a credit union
- B: a third sector organisation based in a Convergence area of Wales
- C: a third sector organisation based in a non-Convergence area of Wales
- D: a public or private sector organisation
(please tick)

What services do you provide to your client group?

Please indicate if you have any specific requirements:

How did you find out about this workshop?

Wales Co-operative Centre Programme of Events

Wales Co-operative Centre website

Wales Co-operative Centre Development Officer

Word of mouth

Internet search

WCVA Network Wales

Other internet links *(please state)* _____

Other *(please state)* _____

What in particular do you want to learn from this workshop?

Please tick appropriate box:

Cheque enclosed

Invoice requested

Please indicate which address an invoice should be sent to:

Home

Business

Our funders require us to pass on details of organisations and individuals we have worked with. We will therefore store a limited amount of information, such as your name and address, on a secure database, and will only pass this information on to the relevant funders. If you have any queries about this, please contact our Data Controller on 029 2055 4955.

We would like to hold your details on our database so that we can keep you informed about Wales Co-operative Centre training and events. This information will be stored electronically on a secure database, and will only be used to send you relevant information. If you are willing to allow us to hold this information, please tick here

We would like to hold your details on our database so that we can keep you informed about other Wales Co-operative Centre products and services, and so that we can carry out research. This information will be stored electronically on a secure database, and will only be used to send you relevant information. If you are willing to allow us to hold this information, please tick here

Occasionally, we pass on information regarding our clients to other carefully selected organisations who might offer related products or services. If you are happy for us to pass on your details in this way, please tick here

Signed: _____

Date: _____

I have read the Cancellation and Transfer Policy
(please tick)

Please send your completed form to the Training Administrator, Wales Co-operative Centre, Llandaff Court, Fairwater Road, Cardiff, CF5 2XP or fax to 029 2055 6170

Don't forget you can book on-line at www.walescoop.com