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pfts@pfts.com.au***

About *People First-Total Solutions*

Who We Are

The *People First - Total Solutions* team has been providing training to the not-for-profit and community sector for over twenty years. We know the sector, understand the sector and support the sector. *All of our training is interactive and designed for between 12 and 50 participants. Larger sessions can be easily accommodated.*

Our Training Scores

With over 10 000 attendees having attended our training in ten countries *People First - Total Solutions* have developed the highest reputation for our training quality, a reputation we seek to hold onto. The average rating of training by our clients as at December, 2009 is:

Rating area	Score
Professionalism of our staff	96%
Speaker's presentation style	95%
Speaker's knowledge of subject matter	97%
Usefulness of information presented	95%
Overall effectiveness of presentation	95%
Cost effectiveness of our services	93%

Our Clients' Feedback

The day was well structured allowing sufficient time to go into topics in some depth. Information sharing from both presenter and amongst participants was very useful. Lots of ideas to take away and action. Susan Henry, Starlight Foundation, Australia

Informed, well presented, funny, interesting, what more can I say? Susie Yeats, Volunteering Otago, NZ

*The attendees **all** indicated they'd learned something and would do something different.* Judy Kingsbury, Dane County Administrators of Volunteers, USA

Our Rates

For 12-50 people*	Standard	Not for Profit
Full Day	\$ 1200 / £650	\$990/ £600
Half Day or less	\$ 660/£360	\$550/£320

*For larger groups, please contact us for a quote.

NB some travel expenses may be in addition

About our Trainers

Our training team have, between them, almost a century of experience in working with and facilitating training for the sector.

Lyn Chapman

Lyn has worked in the area of community development for the past 20 years with a particular emphasis on strategic planning, management systems design and mentoring. Her qualifications include: *Grad dip Organizational Training and Development*.

She is also an experienced facilitator with significant experience in the not-for-profit sector providing training to volunteers, managers of volunteers and volunteer-involving organizations.

Lyn has a particular interest in providing support to rural communities.

Martin J Cowling

Martin J Cowling, CEO of *People First – Total Solutions*, possesses over 20 years of not-for-profit management experience.

Martin believes that people are the key to an organization's success, or often the very reason for failure and he is passionate about ensuring organizations and their staff (both paid and unpaid) have mutually beneficial relationships.

Martin is a highly sought speaker and trainer services for a wide range of organizations globally. He is an entertaining and dynamic speaker and a skilled presenter.

Andy Fryar

Andy Fryar is an engaging and compelling trainer, who works regularly at conferences and seminars right around Australia as well as internationally in Asia, the USA, Canada, New Zealand and right through the United Kingdom - where he is a regular visitor.

Andy's sessions are practical, thought provoking and challenging and his quick wit, humor and down-to-earth style make his sessions an enjoyable experience. He has more than two decades of involvement in volunteer management.

Kerrie Spinks

Kerrie facilitates sessions in Australia, New Zealand and USA and is an experienced and progressive trainer. Kerrie utilises knowledge gained from a wide range of hands-on experience and exposure to current trends in the sessions she delivers.

Kerrie believes that everyone brings skills and knowledge to the organization they work with and she aims to ensure this is shared with the other participants in her sessions. Kerrie's sessions focus on the grass roots basics of effective volunteer management.

Hennie Watts

Hennie has experience working in the Community sector for over twenty years, principally, in the provision of emergency relief and welfare services. In 2009 Hennie was the recipient of a Holt Australia Day Award. With an enthusiastic training style, Hennie has success with participants getting the most out of the training they have chosen.

Hennie has a Bachelor of Arts Degree, Diploma in Community Development and a Certificate IV Training and Assessment.

Meg Webb

Meg Webb has eight years experience working in the volunteer sector through direct volunteer program management in the community and healthcare sectors and as a consultant and educator.

Meg has worked with Volunteering Tasmania for four years providing education and consultation to volunteer-involving organizations.

She's very familiar with the Australian National Standards for Involving Volunteers and their use in building effective volunteer programs and has presented at both the Australian and New Zealand National Volunteering Conferences.

Building Effective People

Dealing with Difficult Behaviours

Trainer: Hennie Watts

Length: 6 hours

Learn to reduce risk and impact of physical attack in your organization's services, to develop skills to minimize or prevent aggression, assess levels of aggression during an incident and keep you safe.

This course covers:

- Who is responsible?
- Risks – real or perceived?
- Risk assessment on the run
- What is reasonable force?
- The importance of flexibility
- The role of communication in controlling a situation
- Communication scripts
- Principles behind communication with intent to control
- Elements of a communication script
- Self nurture after an incident

Turning Bad News into Brand New Energy for Volunteers

Trainer: Andy Fryar

Length: 2 to 4 Hours

This workshop examines our responsibilities as professionals to the wellbeing and care of volunteers experiencing difficult times. What are our duties and what is the impact when we do this well?

Assess & Deliver Services to Clients with Complex Needs

CHCCS6B

Trainer: Hennie Watts

Length: 50 hours over 6 weeks (36hrs in classroom, 14hrs on the job)

This course covers:

- Introduction to Community Information Centres
- Communications & Assessment Skills
- Information Collection & Provision
- Agency Procedures

Suicide Intervention Skills Training

Trainer: Hennie Watts

Length: 2 days

ASIST is an interactive workshop in suicide first aid. Participants learn to recognize when someone may be at risk of suicide and respond in ways that help increase their immediate safety, linking them to further help. ASIST aims to enhance a caregiver's abilities to help a person at risk avoid suicide.

It is intended that ASIST participants will be better prepared to:

- Reflect on how their attitudes and beliefs about suicide affect their intervention role
- Discuss suicide with a person at risk in a direct manner
- Build a collaborative approach to intervention focused on safe outcomes
- Review immediate suicide risk and develop appropriate safe plans
- Demonstrate skills required to intervene with a person at risk of suicide
- Identify resources available to a person at risk of suicide
- Make a commitment to improving community resources
- Recognize that suicide prevention is broader than suicide first aid – that it includes life-promotion and self-care for caregivers

NB ASIST is presented by a team of at least two registered trainers. There is an additional cost for this course above our standard fees.

Work/Life Balance – Am I In Sync?

Trainers: Martin J Cowling, Andy Fryar, Kerrie Spinks

Length: 2 to 4 Hours

In an increasingly frenetic and, at times, fractured world there are many of us juggling multiple responsibilities in and out of the workplace. In this session we consider:

- What is balance and the outcomes of imbalance
- What is important to you?
- Priority setting – techniques for you and your team – employee and/or volunteer

Diversity in Organizations

The Generations

Trainers: Martin J Cowling, Andy Fryar, Kerrie Spinks, Hennie Watts

Length: 2 to 4 Hours

Social Scientists suggest that recent generations (born pre-WWII to early 1980s) have been shaped by distinctive forces which affect what and how they are motivated to participate in in society. Their values and attitudes to volunteer work differ from generation to generation. Attracting and maintaining volunteers from different generations is becoming paramount.

- Who are these generations?
- What are some facts about them as opposed to myth and conjecture?
- How do we involve them as volunteers in our organizations?

Gen X

Trainers: Martin J Cowling, Kerrie Spinks

Length: 2 to 4 Hours

Our current community and volunteering infrastructure, volunteering systems and programs were established by and for the Generation known as the Silent Generation. The systems we have today may not work as effectively as we would like for Baby Boomer volunteers. More concerning is that most of the systems are

completely alien and irrelevant to Gen X volunteers. How do we incorporate this generation in volunteering? A practical session designed to encourage participants to reconsider their volunteer programs.

Mind the Gap: 21st Century Diversity

Trainers: Martin J Cowling, Andy Fryar, Kerrie Spinks, Hennie Watts

Length: 2 to 4 Hours

Are you equipped to introduce a diverse range of volunteers into your program or are you being held back by tradition and an organizational culture which is hard to budge? We consider how to shift understanding for:

- Generational issues
- Community and the Linguistically Diverse
- People with a disability
- Sexuality
- Gender identity
- Religion

Creating Better Organizations

Five Elements of Good Governance

Trainer: Kerrie Spinks

Length: 3 to 8 Hours

The Workshop includes all a Board member/Trustee/Committee member needs to be assisting in the running of an organization:

1. Board Fundamentals
2. Financial Essentials
3. Legislation Compliance
4. Staff Supervision
5. Meeting Nuts and Bolts

Change - Don't Just Talk About It

Trainers: Martin J Cowling, Andy Fryar, Kerrie Spinks, Meg Webb

Length: 2 to 4 Hours

This interactive workshop will explore strategies for reducing the pain of change in an established organization including:

- Stakeholder engagement
- Establishing time frames
- Pressure and persuasion
- Which are we changing – attitudes or behaviours?

Creating Effective Policy

Trainer: Kerrie Spinks

Length: 2 to 4 Hours

- Why the need for policies in your organization
- Policy crimes, and outcomes of bad policies
- Policies and procedures – what goes where

- Stakeholder engagement in policy development
- Important policies for a volunteer program
- How and when to review policies

Social Media and the Not-for-Profit

Trainer: Martin J Cowling

Length: 2 to 4 Hours

There are over 850 social media tools available. Which one(s) are relevant to your agency? This session considers the impact, potential and caveats for the use of social media including Facebook, Twitter, YouTube, and so on.

Workshop includes:

- ... why social media is different to other media
- ... learning what the different media types are
- ... considering some best practice tips for these medias

Strategic Planning

Trainers: Lyn Chapman, Martin J Cowling, Kerrie Spinks

Length: 2 to 6 Hours

Workshop includes:

- Why undertake planning
- Understanding planning outcomes
- Planning tools: Appreciative Inquiry, SWOT, SCORE
- Implementing the plan
- Reviewing and updating plans
- Reporting using plan objectives

Tools for Engagement: Get Your Community Involved

Trainers: Kerrie Spinks, Hennie Watts, Meg Webb

Length: 2 to 4 Hours

- Understand the definitions and benefits of Community Engagement
- Explore the risks of non-inclusive volunteer policy and program development
- Exploration of some Community Engagement techniques – to assess which will be appropriate for your volunteer program
- Discovering your volunteer program's existing community strengths
- Identification of the skills to design, implement and evaluate the Community Engagement process

Contributing To Sector Development

Trainers: Kerrie Spinks, Andy Fryar, Hennie Watts

Length: 3 to 6 hours

What is your role in sector development? This interactive workshop will enable participants to:

- Benchmark their organization
- Participate actively and effectively in networks (local, regional, national and international)
- Explore leadership opportunities
- Identify the steps to develop new networks/interagencies when appropriate

Safety in Organizations

Food Handling: Level 1 – Hospitality

Trainers: Martin J Cowling, Hennie Watts

Length: 6 hours

This course covers:

- Workplace hygiene
- Food handling practices
- Basic food safety practices in Hospitality Industry or Health & Community Services

Food Safety Supervisor: Level 2 – Hospitality

SITZFSA001A Health – HLTFS309B & HLTVS310B

Trainer: Hennie Watts

Length: 4 hours

This course covers:

- Overseeing of day-to-day implementation of food safety in the workplace (For Food Safety Supervisors in Hospitality or Health & Community Services)

OH&S Issues

Trainer: Hennie Watts

Length: 4 to 6 hours

The course encourages participants to focus on work safety, personal safety, and the role that is played as individuals in the safety of all persons.

This course covers:

- Safety and safety awareness
- Risk assessment
- Understanding our role in safety issues
- Workplace procedures for hazard identification
- Workplace procedures for risk control
- How we can contribute to management of OH&S

Stronger Volunteering Organizations

Creating a Pro-Volunteer Culture

Trainer: Martin J Cowling

Length: 2 to 4 Hours

Volunteer managers need to identify how they will work within and influence the culture within their organization. In this interactive session:

- Learn 'what is culture'
- Why their organization's culture is important

- About the Six Elements of Culture
- What is a perfect pro-volunteer culture?
- Specific actions to move on with

This practical session is very popular and highly regarded. Anyone working with volunteers will take away practical steps to implement immediately.

Sabotage! How Volunteer Managers Sabotage Their Volunteer Program

Trainer: Martin J Cowling

Length: 2 to 4 Hours

This training is based on the first of a series of articles published by the journal E-volunteerism from January 2005. The article and the subsequent training have generated significant interest from volunteer managers, so much so that this is our most requested training. This session covers:

1. How Volunteer Programs are viewed globally
2. How your volunteer program might be viewed by your organization
3. What are the five lethal factors that can undermine programs?
4. How are these five lethal factors impacting on your organization?
5. What are some actions that can be taken to overcome these?

Messing It Up! How Not For Profit Organizations Undermine Volunteering

Trainer: Martin J Cowling

Length: 2 to 4 Hours

What are not-for-profits missing out when building their volunteer programs? Worse, what are they doing to make their programs a lot less effective than they could be? Practical steps included for changing this situation.

Fundamentals - The Essentials of a Volunteer Program

Trainers: Martin J Cowling, Andy Fryar, Kerrie Spinks, Meg Webb

Length: 4 to 6 Hours

In this session, the trainers work through the ten essential elements for a sound volunteer program. Discussion of the Global Standards in volunteer management and practical actions to shift a volunteer program will be discussed.

Your Program and the Australian Volunteering Standards

Trainers: Martin J Cowling, Andy Fryar, Kerrie Spinks, Meg Webb

Length: 4 to 6 Hours

In this session, the trainers work through the Australian Standards for volunteer Management and assist you to assess where your program sits.

Turn your Organization into a Volunteer Magnet

Trainers: Martin J Cowling and/or Andy Fryar

Length: 1 to 2 days

Andy Fryar and Martin J Cowling have contributed to two editions of an e-book titled 'Turn your organization into a volunteer magnet'. In this workshop Andy and/or Martin will share the lessons learnt from the tri-continental project and discuss some challenging truths about becoming a magnetic organization.

Issues in Volunteerism

Global Volunteer Management Survey

Trainers: Martin J Cowling, Andy Fryar, Meg Webb

Length: 2 to 4 Hours

Learn about this historic survey first conducted in 2008. What is the picture for volunteer management globally? What is the future looking like? What can we as organizations and individuals do to learn from the survey and strengthen current and future volunteer management.

Key Trends in Volunteer Management

Trainers: Martin J Cowling, Andy Fryar, Kerrie Spinks, Meg Webb

Length: 2 to 4 Hours

What's next for volunteer management? Some significant trends will impact on every not-for-profit, government and community within five years. Is your organization ready? Are you keeping your finger on the pulse? How will these trends impact on you?

Volunteer Program Building Blocks

4 Rs - Recruitment, Recognition, Rewards and Renewal

Trainers: Martin J Cowling, Andy Fryar, Kerrie Spinks, Hennie Watts, Meg Webb

Length: 2 to 6 Hours

Using knowledge and experience gained from our discussions with managers of volunteers, our consultancy work and our Volunteer Program evaluation packages, this session will show participants:

- Recruitment needs to focus on all 4 Rs to be successful
- That '*retention is an outcome not an activity*'
- The eight building blocks needed to build a program that will be attractive to volunteers
- The practical skills to build such a program
- How to develop a plan to ensure a volunteer program is cutting edge

Equipping Your paid staff to work with Volunteers

Trainers: Martin J Cowling, Andy Fryar, Kerrie Spinks, Meg Webb

Length: 2 to 4 Hours

When organizations also have *paid staff*, effective *volunteer-employee* relations are essential. Yet conflict or issues between paid staff rank as one of the most commonly raised issues in our training. This session aims to help build a framework and strategy for getting employee buy-in.

Maximizing Volunteer Training

Trainers: Kerrie Spinks, Meg Webb

Length: 2 to 4 hours

We will work with you to move beyond a 'one size fits all' training model:

- Why train volunteers
- Training topics to consider
- Adult learning styles
- How to identify the best and most appropriate trainer
- Training types

Volunteer Motivation: Key to Transformation

Trainer: Martin J Cowling

Length: 2 to 4 Hours

This practical, interactive and fun session identifies the key factors which motivate and de-motivate volunteers and how they change during a volunteer's life cycle. Armed with this knowledge, the session demonstrates how leaders can build strong volunteer programs. The session utilises key research findings regarding motivation. Participants will develop strategies to maximize motivating factors and minimize de-motivating factors.

Emergency Relief

21609VIC Certificate in Emergency Relief Work

Trainers: Martin J Cowling, Hennie Watts

This accredited training course is for employees and volunteers who provide emergency relief. It gives an Emergency Relief worker an overall level of knowledge and skills to carry out the requirements of their work. This course explores:

- Definition of ER and purpose
- influence of values when working with clients
- Communication
- Interviewing skills
- Resources and referral
- Privacy and confidentiality
- Agency criteria and guidelines
- Basic negotiation and advocacy skills
- Understanding of different cultural groups

***Further topics available on request - please contact us with your needs
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