



People First
-Total Solutions
Effective People, Better Organisations, Stronger Society



2011 TRAINING CATALOGUE

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Our 2011 Training

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1 ABOUT PEOPLE FIRST-TOTAL SOLUTIONS

Who We Are

People First - Total Solutions (www.pfts.com.au) is a unique company as we solely focus on *People Issues* in Community organisations. Our Mission is to assist Not-For-Profits **succeed** in mobilising their people.

We work globally and we have been successful for seven years. We provide Four Key Services:

- ✓ Benchmarking
- ✓ Consulting
- ✓ Mentoring
- ✓ training

Why Agencies Trust Us

- ✓ Our team has a combined century of experience working in the community sector
- ✓ We know the sector, understand the sector and support the sector
- ✓ Almost 20 000 attendees having attended our training in twelve countries
- ✓ The average rating of training by our clients is overall 94%
- ✓ 70 per cent of our business is repeat business

Our Clients' Feedback

"All the feedback i have had so far indicates that people enjoyed the presentation. People who were not there really missed out on some good professional development."

"We have been impressed with your professionalism and knowledge of the sector. You have provided services for our organisation that have been exceptional."

"The participants thoroughly enjoyed themselves and were actively engaged in all of the activities. It was wonderful to see a group of participants who didn't know each other in the beginning look like old friends when the session was over."

"Always willing to work with us to be sure that the presentation meets local needs and rapport with those attending and knowledge of the subject provide a valuable training day."

Our Rates

Time Period	Standard Rate	Reduced Rate
Full Day	\$ 1250 / £650	\$999/ £525
Half Day or less	\$ 699/£360	\$599/£299

The Small Print: Our clients give us a **90 per cent rating** for cost effectiveness. All our interactive training is designed for 12 to 50 participants. For larger groups, an additional fee may apply. Finally, There may be some additional travel costs.

2 ABOUT OUR TEAM

Our Trainers

Our staff are practical high quality trainers who will enable you to take your agency to the next level. Our clients rate our staff an average of 95% for Presentation style and 97% for our Knowledge of Subject Matter.

Martin J Cowling

Martin, our CEO, possesses 20 years of not-for-profit management experience. He believes that people are the key to an organisation's success, or often the very reason for failure. He is passionate about ensuring organisations and their staff (both paid and unpaid) have mutually beneficial relationships. Martin is a highly sought speaker and trainer for many organisations globally.

"Martin has a great way of drawing people in to his sessions. They not only learn the material he is sharing but have wonderful networking opportunities as well"

Andy Fryar

Andy is an engaging and compelling trainer, who works around Australia as well as internationally. Andy's sessions are practical, thought provoking and challenging. His quick wit, humour and down-to-earth style make training very enjoyable. He has over two decades of involvement in volunteer management, currently managing a successful hospital volunteer program.

"I enjoyed the passion and excitement about volunteering and how far it can go. Fantastic rich amounts of info."

Hennie Watts

Hennie has worked in the Community sector for over twenty years, principally, in the provision of emergency relief and welfare services. In 2009 she 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.

"I feel that Hennie presented very well with the attendees at our Luncheon, and prior to her talk spent a lot of time speaking with many of them individually. Giving them her personal touch, they appreciated the acknowledgement of their commitment and hard work."

Meg Webb

Meg has worked in the volunteer sector through direct volunteer program management in the healthcare sectors and as a consultant and educator. She has worked with Volunteering Tasmania for four years providing education and consultation. She's very familiar with the Australian National Standards for Involving Volunteers and their use in building effective volunteer programs.

"Best discussion I have ever been involved with"

Our Support Staff

Our clients are also well supported by:

Michelle Alabaster

Our administration co-ordinator looks after our mailing lists, billing and account enquiries. Michelle can be found on admin@pfts.com.au

Melody Lord

Melody edits our highly regarded People First E-news. For ideas or article requests or to subscribe, please email newsletter@pfts.com.au

Caitlin Swanton

Caitlin, our Sales and Marketing Co-ordinator competently handles our enquiries and bookings. Caitlin can be contacted at peoplefirst@pfts.com.au

3 ABOUT OUR TRAINING GUIDE





Key Training Areas

We provide training in the following major groupings. Additional subjects and topics can be easily added. Please ask.

- ✓ Stronger Volunteering Organisations
- ✓ Volunteer Program Building blocks
- ✓ Creating Better organisations
- ✓ Diversity in Organisations
- ✓ Equipping Effective People

Explaining our Tables

Each Workshop has a table with symbols:

 Topic Name			
<i>Comment on session from participants.</i>	2-4hrs	96%	20-200



The Recommended time allocation







The average rating provided by participants allocation



The Recommended Group size. In this example we would cater for between 20 and 200





4 STRONGER VOLUNTEERING ORGANISATIONS

	Creating A Pro-Volunteer Culture			
	<i>Our most requested Workshop ever!</i>	2-4hrs	96%	20-200

Agencies need to identify how they will work to build a Culture which is “Pro Volunteer”. In this interactive session we discuss:





- ✓ We discuss the impact and value of a pro volunteer culture
- ✓ Why an agency’s culture is important
- ✓ the Six Elements of an agency’s Culture
- ✓ what a perfect pro-volunteer culture would look like
- ✓ Specific actions to move on with

Anyone working with volunteers will take away practical steps to implement immediately.

	Sabotage! How Volunteer Managers Sabotage Their Program			
	<i>“Presentation is incredible and shouldn’t be missed!!”</i>	2-4hrs	95%	12-200


This training is based on a series of articles published by the journal E-Volunteerism. We all want to know what not to do wrong. This training aims to address the fundamental things a manager and an organisation need to do to avoid sabotaging their program. We cover:

- ✓ How Volunteer Programs are viewed
- ✓ Why perceptions of a volunteer program impacts on its success,
- ✓ How your volunteer program might be viewed by your agency
- ✓ What are the five lethal factors that can undermine programs?
- ✓ How these five lethal factors might be impacting on attendees workplaces
- ✓ Practical actions that can be taken to overcome these?

	Volunteer Motivation: Key To Transformation			
	<i>Our longest running Workshop!</i>	2-4hrs	93%	20-200





This Workshop

- ✓ identifies the key factors which motivate and de-motivate volunteers and how they change during a volunteer's life cycle
- ✓ demonstrate how leaders can build strong volunteer programs
- ✓ utilises key research findings regarding motivation
- ✓ provides participants with strategies to maximise motivating factors and minimise demotivating factors

	Turn Your Organisation Into A Volunteer Magnet			
	<i>This was the best training I've ever been to. It was presented in such a way that kept my attention, clear and informative, fast moving and <u>humorous</u>! I came away re-energised and with a positive belief!</i>	6-8hrs	86%	12-200





Magnets attract. They can also hold fast and magnets can repel.

One of the first electronic books on volunteer management was written by a global team of contributors with one goal: **To help programs attract and hang onto volunteers**. This training draws on key themes and lessons from the book. It will give participants the knowledge to help them create a more magnetic volunteer program.

	Key Trends In Volunteer Management			
	<i>"Provides important information in an engaging manner. We all learned a lot and it was delivered in a manner that will enable us to remember "</i>	1-4hrs	98%	12-200

What's next for volunteer management? People First -Total Solutions are keeping their fingers on the pulse. Some significant trends are impacting on volunteer programs. We want to prepare agencies and co-ordinators for this development. In this session, we introduce the clear trends and assist participants to consider how these will impact on them.

5 VOLUNTEER PROGRAM BUILDING BLOCKS

	Fundamentals - The Essentials Of A Volunteer Program			
	<i>"knowledge gained is valuable but knowledge applied is powerful. participants are encouraged to apply the tools they take from this workshop"</i>	4-8hrs	94%	25-100

What are the necessary ingredients for a volunteer program? Through this training, we present the fundamentals that are needed to ensure a volunteer program functions effectively. Participants are encouraged to consider which of the ten essentials are present and which are missing in their program. Participants will consider what is needed to improve the situation?





	Implementing The Australian Volunteering Standards			
	<i>"Solid Stuff"</i>	4-8hrs	91%	12-100

Australia has a set of Standards for Involving Volunteers. What are these standards? How do we implement them? In this session, the trainer will work through the Australian Standards for volunteer Management and assist you to assess where your program sits.

	4 Rs - Recruitment, Recognition, Rewards And Renewal			
	<i>Completely re-developed and Revised for 2011!</i>	4-8hrs	94%	12-200

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




- ✓ How to have successful Recruitment
- ✓ 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

	<p>Equipping Paid Staff To Work With Volunteers</p>			
	<p><i>New! "Your best ever training -and I have been to a lot"</i></p>	<p>2-4hrs</p>	<p>97%</p>	<p>12-200</p>

The issues linked to the relationship between paid staff and volunteers ranks as one of the most commonly raised issues in our training.

This session considers the facts that will result in better employee support and relationships. It provides solid advice on what is required to build a better working environment. Participants will leave with a framework and strategy for organisations

6 CREATING BETTER ORGANISATIONS

	Five Elements Of Good Governance			
	<i>"appropriate information in an accessible format"</i>	4-8hrs	87%	12-50

This deals with everything a Board/Trustee/Committee Member needs to know to run an effective organisation without feeling too out of their depth. Learn about:

- ✓ Board Fundamentals
- ✓ Financial Essentials
- ✓ Legislation Compliance
- ✓ Staff Supervision
- ✓ Meeting Nuts and Bolts





Practical, compelling and challenging!

	Change - Don't Just Talk About It			
	<i>Revised for 2011!</i>	4-8hrs	90%	12--100

In many organisations, change is the order of the day as programs start, evolve or finish. Many people are sick of talking about change let alone being involved in change.





There is much written, thought and said about change. This session distils some key lessons to help individuals and organisations face and manage balanced change. It considers ways to better manage cope with and communicate change in not for profits.

It also tackles the situations where there is significant resistance to change.

	No More Drafts! – Effective Policy And Procedures			
	<i>“Best session!”</i>	4-8hrs	94%	01/12/50

For many, writing and using policy is as interesting as watching paint dry, and as accessible and understandable as the chemistry behind making that paint! This interactive and entertaining Workshop will assist participants to refocus their understanding of policy and procedures, and allow them to both write and analyse good policies and procedures. Participants will:

- ✓ Learn what we mean by policy?
- ✓ Understand what procedures are
- ✓ Be able to define the difference between policy and procedures
- ✓ Consider who is responsible and accountable for policy
- ✓ Be introduced to the “Five Crimes” of policy
- ✓ Gain tips to develop, review and utilise policy
- ✓ Consider strategies to educate their paid staff and volunteers in policy & procedures

	Strategic Planning For Community Organisations			
	<i>Very clear! Very helpful</i>	3-8hrs	90.00 %	01/12/50




Strategic Planning is akin to visiting the dentist for many in the sector. It is a truism that strategic planning can improve results for organisations and failure to plan can undermine organisations. How can Not for Profits plan? This interactive session will include:

- ✓ Rationale for planning
- ✓ Why strategic planning fails
- ✓ Planning outcomes
- ✓ The One Page Plan
- ✓ Planning tools
- ✓ Implementing the plan
- ✓ Reviewing and updating plans

	<p>Introducing Social Media - What You Need To Know</p>			
<p>Revised!</p>		<p>2-4hrs</p>	<p>%</p>	<p>12-100</p>

The Communications World is changing before our eyes. How we communicate socially and professionally is shifting. Consider the impact, potential and caveats for the use of social media including Face-book, Twitter, YouTube, and so on. In this session we consider the following:

- ✓ the Social Media Profile(s) of participants, their employees and volunteers
- ✓ What is Social Media?
- ✓ What is behind the rise of Social media?
- ✓ What are the implications of Social Media for agencies?
- ✓ What are the key types of Social Media and how would they suit your agency
- ✓ What are some practical real uses of Social Media

	<p>Implementing Social Media -Strategy & Pitfalls</p>			
<p>New!</p>		<p>2-4hrs</p>	<p>%</p>	<p>12-200</p>

In this session we will cover the following:

- ✓ Consider your Social Media goals
- ✓ Create a social media plans and capture it on one effective page
- ✓ Match your audience(s) to " social technographics "
- ✓ Learn how not to use Social Media
- ✓ Consider Policy and Rules for your agency
- ✓ Consider the most effective measures for your Social Media use

	<p><i>Occupational Health & Safety Issues</i></p>			
		4-8hrs	%	10-50

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 Safety

7 DIVERSITY IN ORGANISATIONS

	Mind The Gap: 21st Century Diversity			
		2-4hrs	94%	10-50

Are you equipped to introduce a diverse range of volunteers into your program? Are you being held back? We consider how to shift understanding for:

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

	Working With Different Generations			
	<i>"Most useful!"</i>	2-4hrs	%	10-50





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?
- ✓ Facts vs. Myth and Conjecture?
- ✓ How do we involve all generations in our organisations?

	Generation X Volunteers			
		2 hrs	95%	12-100

Much of our current volunteering systems 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 Gen X- in fact they may be 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.





8 EQUIPPING EFFECTIVE PEOPLE

	Dealing with Difficult Behaviours			
	<i>"Useful, practical and very very enjoyable"</i>	2-8hrs	90%	12-100

NO and STOP are words people today should understand and respect. Whatever your role you or your team should not have to put up with offensive, difficult or dangerous behaviour.

Learn to reduce risk and impact of physical attack in your organisation's services, develop skills to minimise or prevent aggression, assess levels of aggression during an incident and keep yourself safe. This Workshop covers:





- ✓ Risk Identification– real or perceived?
- ✓ Risk assessment on the run
- ✓ What is reasonable force?
- ✓ The importance of flexibility
- ✓ The role of communication in controlling a situation
- ✓ Principles behind communication with intent to control
- ✓ Elements of a communication script
- ✓ Follow up after an incident

	Suicide Intervention Skills Training			
		2 days	95.00 %	10-50

Would your team know how to handle volunteers, clients or employees considering suicide?
Would they know how to review immediate risks and develop safety plans?





This powerful course will equip your team to reflect on their own attitudes and beliefs toward suicide. Participants learn to recognise when someone may be at risk of suicide and respond in ways that help increase their immediate safety.

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

	BurnOut			
	New!	2-4hrs	96%	20-200

Burnout is not often understood. It can be under rated in its impact on an organisation. The workshop considers:

- ✓ What is burnout?
- ✓ What causes it?
- ✓ Prevention
- ✓ A way out
- ✓ Actions to help people move on

	Am I In Sync: Work/Life Balance			
	<i>Thought Provoking</i>	2-4hrs	%	20-200

FAMILY-WORK-SPORT-COMMUNITY COMMITMENTS...the list goes on...with increasing responsibilities in what is a 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