C360 Training – February Blog

2020, despite being simultaneously being full of everything and nothing, has finally left us. What a year, and what a relief. For many of us, we've had to put our own personal needs to one side to strive towards 'the greater good' but now we're in 2021, perhaps it's safe to start thinking about ourselves and our development needs again.

So, we're a voluntary sector training specialist; you're from an organisation, voluntary or otherwise, with a training need you can't meet internally, and maybe a little training budget. How can we help each other out? What can you expect when you commission some training from us? How do you even get started?

1. Identify Your Team's Needs

The very most important thing to get right is your foundation for training. A training provider cannot accurately meet needs if those needs have not been correctly identified in the first place.

It may be that your organisation is taking a new direction that requires a whole new raft of skills. An example of this is C360's response to supporting people during the pandemic. We set up a telephone welfare service using both staff and volunteers. After initial training, it became clear to the project manager that all of those involved in the project would benefit from training on having difficult conversations and addressing challenges to better support the clients and to build the resilience of the callers. Thus, a new course was born.

So do your research and listen well: talk to people in your organisation who know what the needs are. This may be someone in HR, someone with a learning/training and development responsibility, management, or perhaps it's a need coming directly from staff themselves. Make sure you really listen and get the details right as you'll need to communicate these with us.

2. Set Yourself a Realistic Budget

The unfortunate reality with training is that, oftentimes, it's going to come with a fee! As with any organisation or individual, there are bills to pay to keep the lights on, so do bear this in mind. We are a not-for-profit organisation, so we pride ourselves on our fair prices. Because we are well established, with great trainers and an experienced educator and project manager at the helm, our low-cost training does not compromise on quality.

Costs will vary from training to training, and will depend upon many factors, such as individual trainer costs, length of training, whether the course is accredited, how many people it is for and preparation costs. A bespoke piece of training will be more costly as it is prepared especially for your team.

3. Consult with the Training Coordinator

First things first, the Training Coordinator will want to interpret your team's training needs correctly. This is why it is so important for you to have done your research fully in the first place.

If you're going for a bespoke option, the Training Coordinator will talk you through the overall aim for your training, and then the objectives and content you'd like covered. Sometimes, it may be the case that you're not entirely sure of the direction yourself, but a chat with the coordinator can often bring clarity about what can and should be done to develop your team.

Once the content of the learning has been verbally agreed, you'll discuss the structure of the training - the hows, the whens, the duration etc. After this, a course outline is written and sent to you for your agreement, and a quote is provided.

The quote is of course written based upon your needs - be it for a bespoke or off-the-shelf option - and we will tell you what it includes. If you're not happy with your quote - a rare occurrence! - we can always explore other options until you are happy.

4. Undertake Training

Once everything has been firmed up, we will get your delegates' details from you and set up the training. Normally, we need 3-4 weeks' notice from confirmation to training day to prepare it for you, and we send through the final joining instructions approximately 3-7 days ahead of the training.

Currently, everything we do is done online, using MS Teams, so it's really important to make sure that all delegates are prepared to use this channel for their training. This means making sure they have the right IT equipment and the confidence and IT skills to access the training. Teams is very easy to use for the most part - delegates can just click a link to join. There's no need to download any software but having the full version of Teams makes the training experience so much better.

5. Come Back for More

We say this with confidence and sincerity - come back for more - you will want to, and many do! We pride ourselves on having a strong and loyal customer base with whom we do lots of repeat business and collaborate on new training courses.

If you'd like to try the C360 Training experience, please get in touch with us on information@community360.org.uk. We're friendly, experienced, don't do the hard sell and there's no obligation on your part to take up a quote.