

# LEARNING ZONE

Make the **MOST** (Manchester, Oldham, Stockport, Tameside) of Learning Zone.

This 'Growing Greenhouse' offers an interactive space, with the right conditions to cultivate, grow and develop skills to enhance the work of local volunteers and staff.

Our courses suit a wide range of knowledge and skills backgrounds.

Membership to Learning Zone costs £18.00 per licence per person with access to 5 key e-learning packages:

- **Volunteer Induction Training**
- **Trustee Training Pack**
- **Staying Safe**
- **Raising the Profile of your Organisation**
- **You're in Charge - Essential skills for Managers**

Learning Zone gives access to over thirty great quality, relevant interactive learning courses at a very affordable price.

It is ideal for volunteers and staff who work for charities, social enterprises or voluntary and community sector organisations.

It has been developed with help from people who are working and volunteering in the sector.

To find out more contact Cheryl McAlister on 0161 834 9823, email [training@mcrcommunitycentral.org](mailto:training@mcrcommunitycentral.org) or visit [www.manchestercommunitycentral.org/support-groups/training](http://www.manchestercommunitycentral.org/support-groups/training)

Scroll down to see the courses available.

## Learning Zone course catalogue

### Volunteer Induction Training Pack

<b>Introduction to Volunteering</b>	This module aims to increase your knowledge and understanding of what volunteering is, why people volunteer and the types of volunteering opportunities available.
<b>Delivering great customer service</b>	Knowing how to deal with people in a way that makes them feel good about your organisation is incredibly important, whatever the nature of your work. This module provides good practice guidance whether you are using the phone, letter or meetings to interact with customers.
<b>Confidence and Assertiveness</b>	The aim of this module is to encourage confidence and assertiveness when dealing with people and situations both inside and outside the workplace.
<b>Delivering fantastic presentations</b>	Delivering presentations to groups of people is something that worries many people – but it is becoming an increasingly important element of working life. This module teaches you some tips and tricks to make your presentations a success.
<b>An Introduction to running successful events</b>	In this module you will get introduced to best practice for running a successful event. Examining best practice for identifying and managing stakeholders and your team. The module ends looking at reasons why events fail and discover how and why an event post-mortem is a good idea.
<b>Managing yourself and your time</b>	This module looks at key principles and practices when looking at managing yourself and your time effectively.
<b>Get that job</b>	If you're facing a career change, the prospect of finding and applying for new jobs can be very daunting, especially if it has been a while since you last did it. This module take you all the way through the process, from finding a job, to writing a great CV and performing well at interview.
<b>You and Your Career</b>	Managing a career is much more complicated these days, as the concept of a 'job for life' disappears. Having a plan for your career and your self-development makes a positive difference and this module shows you how.

## Trustee Training Pack

### **Introduction to being a trustee**

This module will help you decide and understand the main roles and responsibilities of being a trustee, feel more confident in your role as a trustee and signpost you to further tools and resources to assist you in your role as a trustee.

### **Practical Equality and Diversity**

Staying on the right side of equality and diversity legislation is important and the right thing to do for any organisation. This module gives you a good understanding of the basic information you need to know to work in a diverse organisation.

### **Effective minute writing**

This module looks at how you can write good minutes for your meetings in an easy to read style, describing how agendas and minutes are related and demonstrating appropriate formats and templates.

### **Effective time management**

This e-learning course aims to help you analyse how you currently use your time, consider what you do well to manage your time and where you could make changes. This course will give some tips and tools on how to manage your time more effectively.

### **Great Meetings**

Sometimes meetings are less than great but this module suggests some techniques and things to consider to make them a really great use of people's time.

## Staying Safe

### **Creating a Safe and Healthy Office**

The last thing anyone wants is to have an accident in the office environment. Not only could someone be injured but there could be financial and legal liabilities for your organisation. This module helps you identify risks and reduce accidents in the workplace.

### **Fire Safety at Work**

Providing training in fire safety reduces incidents and can also bring down insurance costs. This module provides information on reducing fire risks and guidance on what to do in the event of an emergency.

### **Health and Safety at Work**

Health and safety is the responsibility of anyone working within an organisation to ensure risks are managed and exposure kept as low as possible. This module provides an overview of good health and safety practice in the workplace.

### **Health and Safety for Managers**

If you are in charge of an organisation, it's your responsibility to ensure it is meeting its obligations with regard to health and safety. This module leads you through everything you need to know.

### **Introduction to Health and Safety**

The majority of public sector employees work in an office setting, this module focuses on this environment during the module. This module offers an overview into Health and Safety.

### **Reduced Information Overload**

This module will help you to understand how to manage your organisation's information effectively.

### **Reducing Workplace Stress**

Whether you are being paid for your work or volunteering, stress can always raise its head. This module helps you avoid stress in the first place, identifying potential dangers and minimising risk.

### **Safer Driving**

Anyone who drives a vehicle as part of their work or voluntary activity must be aware of their responsibilities. This module covers everything you need to know to minimise driving risk. This module explores the responsibilities and risks associated with being a driver, including a study on why accidents and how to mitigate against it.

**The importance of a Healthy Workstation**

To avoid some common health problems, working areas must be set up correctly, including desks, seating and computer set ups. This module helps you assess your own working environment and how to improve it.

**Safeguarding and Child Protection for Adults Working with Children**

Welcome to this 40 minute module on safeguarding and child protection. This module is aimed at adults who work in children's services. There is an accompanying module for those that do not work with children.

**Safeguarding and Child Protection for Non-Children's Service Workers**

40 minute module on safeguarding and child protection. This module is aimed at those who do not work in children's services.

**Working outside of the office**

The traditional workplace is disappearing as more people work from home or other remote locations. This module covers everything a remote and their manager needs to know to ensure remote working is successful.

## **You're in charge**

### **Deliver that project**

Project management is a key managerial skill. It involves the planning, scheduling and controlling of activities designed to meet specific objectives within an agreed timescale and budget.

### **Essential skills for Managers**

Managing well is a key success factor for any cause or organisation. This module provides a brief but practical overview of the basic skills that you'll need to be a great manager.

### **Managing Others Effectively**

Managing other people is not an easy task, it requires skills and expertise. This module aims to address three key issues that managers often face. Managing performance, addressing absence and delegating work.

### **Managing Performance Appraisals**

Managing people is important in every organisation and the skills to do this well are often assumed. This module helps with the basics of people skills so that you can become a great manager.

### **Keeping the plates spinning**

Managing your time and priorities is an incredibly important and useful skill. This module covers some of the best techniques to help you make sure everything gets done on time.

## **Managing the Money**

### **Best practice procurement**

As budgets are cut, and funding taken away, getting value for money is top of any organisation's organisations priorities. Understanding procurement processes and how to make the most of them will have a major impact and this module provides a grounding in legislation policy, strategy, and best practice.

## Raising the profile of your organisation

### **Getting started with Social Media**

What is social media and how can it benefit your cause, group or organisation?  
This module looks at Facebook, Twitter and other tools and helps you make the most of them.

### **Planning a PR campaign**

With pressure on budgets and a desire to keep support costs low, often charities and organisations in the voluntary sector do not have the luxury of professional PR and marketing.

This module follows a small charity's journey through its launch and the first few months on how it planned its PR campaign and lessons learnt.

### **Write great online content**

This short module explains why writing for new forms of media isn't the same as traditional means and helps you improve the quality and speed of your online communications.

### **Getting started with IT**

Being comfortable with using computers is now a vital skill for everyone. This module takes you through the basics, giving you a platform to go on and learn more about IT and what it can help you achieve.

### **Today's technology and you**

Developments in technology present huge opportunities to work smarter. Understanding how it applies to you is vital to get the most out of it, and this module takes you through the issues involved.