

Training and Events with Befriending Networks

Vital Skills for Staff
Topical Training
Good Practice Training
Bespoke Training
Volunteer Training Toolkit
Networking and Shared Learning



Vital Skills for Staff (VS)

Vital Skills are seven modules that cover the fundamentals for a volunteer coordinator, trainer or project lead in a befriending project. Content is suitable for both face-to-face befriending and distance befriending projects. Each module can be taken separately and can be completed in any order. Each module runs a minimum of three times per year online. The demand for these courses can be high and often become fully booked in advance.

On average, Vital Skills modules require 7 hours of your time. You are given access to our training platform on day one. Reading and reflection are to be done independently. The duration of the course is to allow participants to accommodate the course within their work/personal schedule. The only fixed time commitment is the webinar time slot where attendance is mandatory.

Please note that all these courses can be arranged as a private session for you and your team. If you would like a bespoke run of any of these courses, please contact Victoria@befriending.co.uk

To see currently available dates and times, please see here: www.befriending.co.uk/training-events/vital-skills

VS: Training for Trainers

How to facilitate effective training in your befriending service



Training for Trainers is designed to provide you with the tools you need to design and facilitate effective training in your befriending service. The course content can assist you to design volunteer training as well as staff training. The training you provide needs to be relevant, engaging and dynamic for it to be effective.

A trainer must have the skills to design and deliver appropriate training and also to inspire and motivate their participants. The aim of Training for Trainers is to give you the background information you need to develop these skills. This module is designed to develop your knowledge and understanding for training both staff and volunteers. This course is divided into three sections:

- Part 1: Preparing Your Training
- Part 2: Facilitating Your Training
- Part 3: Evaluating Your Training

This course duration is three weeks to allow time for completion amongst your professional role and responsibilities. This is the most intensive Vital Skills course and always the highest in demand. Please check your diary before booking.

This training course costs:

- £95 members
- £120 for non-members

Course coach: Victoria@befriending.co.uk



VS: Recruiting Befrienders

How to target and select your dream team

This module is designed to develop your knowledge and understanding of recruiting and selecting your befrienders. Recruiting and retaining the right volunteers is a constant challenge for befriending services. Making sure you have a clear message about what you do and how you do it is important; you must make sure your messages reaches the right target audience. How to be successful at all of these levels of the recruitment process is the key focus of this course. You will be taken through the marketing process, before looking at the interview and selection process.

Topics covered include but are not limited to:

- How to design a strong recruitment campaign
- The importance for a transparent recruitment pathway
- Conducting an efficient interview
- Creating your role descriptor and application pack

This course duration is three weeks to allow time for completion amongst your professional role and responsibilities. This is the most intensive Vital Skills course and always the highest in demand. Please check your diary before booking.

This training course costs:

- £55 members of *Befriending Networks*
- £80 for non-members

Course coach: Victoria@befriending.co.uk

VS: Support & Supervision

Creating a professional support system that protects all

This module is designed to develop your knowledge and understanding of support and supervision procedures for your staff and volunteers. Supporting and supervising the right volunteers is a constant challenge for befriending services. Making sure you have a clear message about the support that is available and the supervision that is required is important. This course is designed to help you provide the necessary provision to ensure your befrienders feel safe and your service users are well looked after.

Topics covered include but are not limited to:

- How to design a supervision agenda to good practice
- Calculating which questions are best for your data, monitoring and support needs
- Establishing personal and professional boundaries within support
- Reviewing the advantages and disadvantages of different support models

This course duration is two weeks to allow time for completion amongst your professional role and responsibilities. Work is to be completed in your own time, individually, but all participants must attend the webinar on the last day. Please check your diary before booking.

This training course costs:

- £55 members of *Befriending Networks*
- £80 for non-members

Course coach: Nicola@befriending.co.uk



VS: Boundaries

Establishing the importance of professional boundaries throughout the project

This module is focused on establishing boundaries within the befriending relationship and service. Always a very topical issue raised at our events, this course also commonly highlights factors of risk management, safeguarding, volunteer retainment and staff capacity during the webinar session.

Topics covered include but are not limited to:

- How to design a boundary agreement
- Understanding of the need for four types of boundaries in befriending
- Communicating boundaries with service users and volunteers
- Reasons boundaries may be broken and how best to handle it

This course duration is two weeks to allow time for completion amongst your professional role and responsibilities. Work is to be completed in your own time, individually, but all participants must attend the webinar on the last day. Please check your diary before booking.

This training course costs:

- £55 members of *Befriending Networks*
- £80 for non-members

Course coach: Nicola@befriending.co.uk

VS: Matching

Creating a successful matching process and practices to support the achievement of outcomes

A matching process should be efficient and represent everyone's best interests. This module is designed to develop your knowledge and understanding of the matching process within your organisation and/or project. From how to incorporate preferences, which information to share and the good practice pathway for matching success: this course will help you to evaluate your matching pathway, its efficiency and highlight any potential for improvement.

Topics covered include but are not limited to:

- Establishing an efficient matching process
- Creating a positive experience when introducing a match
- Problem-solving match difficulties
- Designing a matching pathway for the organisation

This course duration is two weeks to allow time for completion amongst your professional role and responsibilities. Work is to be completed in your own time, individually, but all participants must attend the webinar on the last day. Please check your diary before booking.

This training course costs:

- £55 members of *Befriending Networks*
- £80 for non-members

Course coach: Sandra@befriending.co.uk



VS: Risk Management

Demonstrating the need for a strong risk management procedure to best protect all involved

This module is designed to develop your knowledge and understanding of risk management and the key factors that this form of management involves. Discussing the reasons for safety concerns within befriending, this course will review good practice for risk assessing befrienders, service users, environments and relationships. With use of national legislation, assessment models and a copy of our risk assessment template, this course will provide you with the tools necessary to implement a strong risk management procedure into your organisation.

Topics covered include but are not limited to:

- Establishing a physically and mentally safe community project
- Creating and completing a risk assessment in befriending
- Problem-solving risk scenarios
- Developing an understanding of risk indicators and management

This course duration is two weeks to allow time for completion amongst your professional role and responsibilities. Work is to be completed in your own time, individually, but all participants must attend the webinar on the last day. Please check your diary before booking.

This training course costs:

- £55 members of *Befriending Networks*
- £80 for non-members

VS: Managing Waiting Lists, Capacity And Endings

Recognising the importance of a strong pathway throughout



This module is designed to develop your knowledge and understanding of Managing Waiting Lists, Capacity and Endings. Exploring strategies for referral management, creating capacity growth and appropriate endings, this course is created to assist befriending projects to implement a strong system that is both making the most of their ability while recognising the pressures and responsibility involved.

Topics covered include but are not limited to:

- To understand techniques that can be implemented to manage waiting lists
- To discuss the realities of staff capacity and healthy professional boundaries
- To review the reasons why we may need to end a befriending relationship and how
- To create a cease befriending document
- To recognise good practice guidelines in waiting list management, balancing capacity and creating positive endings

This course duration is two weeks to allow time for completion amongst your professional role and responsibilities. Work is to be completed in your own time, individually, but all participants must attend the webinar on the last day. Please check your diary before booking.

This training course costs:

- £55 members of *Befriending Networks*
- £80 for non-members



Topical Training

Topical training is a series of individual training courses which are designed to support knowledge and understanding in a specific field. Majority are for staff/trustees only, but some are applicable to volunteers too. Each course runs several times a year and, on average, has twenty spaces. Courses are advertised in advance and, for this reason, are often fully booked prior to course start dates.

Please note that all these courses can be arranged as a private session for you and your team. If you would like a bespoke run of any of these courses, please contact Victoria@befriending.co.uk

To see currently available dates and times, please see here: www.befriending.co.uk/training-events/topical

Approaching Collaboration

As the landscape of the third sector changes, collaborative projects may be the way forward to ensuring a stronger team, access to resources and potentially also access to funding.

This topical workshop will allow participants to discuss the following topics:

- Advantages and disadvantages of collaboration
- Methods of approaching collaboration
- Research findings
- Sharing funding – sharing risk?
- Good practice in protecting all parties

Resource:

All participants will receive our *Guide to Collaboration* resource post-event. This is an 18-page resource to assist you with your collaborative ventures.

Cost:

- This course is £15 for members of *Befriending Networks*
- £30 for non-members



Bereavement in Befriending

No matter the specific group of your project, a service user or volunteer may need support through loss. Whether loss of life, loss of independence, loss of expected life, or the loss of funding in a project – this course is here to help.

This topical workshop will allow participants to learn directly from our Bereavement Training Toolkit. The facilitator will demonstrate how to train your staff and volunteers, while delivering training on:

- Loss of life, independence and funding
- Supporting service users, volunteers and staff through bereavement
- Loss in a range of cultures
- Theories on loss
- Resilience, communication and empathy
- How to train volunteers on bereavement

Resource:

All participants will receive our training toolkit on Bereavement, a guide of resources and activities you can run to train staff and volunteers in the topic of bereavement. This training resource is 63-pages, providing guidance for both face-to-face and online training.

Cost:

- This course is £65 for members of *Befriending Networks*
- £90 for non-members

Communicating and Engaging Volunteers with Policies and Procedures

This course is designed for staff within befriending projects: programme leads, managers, coordinators, trainers. A key part of managing any befriending project is ensuring that policies and procedures are followed by all involved for safety, efficiency and liability. This short course is focussed on just that - motivating volunteers to not only follow our policies and procedures, but to get an active engagement.

Topics of the booklet and workshop discussion are:

- The Importance of Content
- Communication Levels
- Enhancing the Content
- Policies and Procedures in Good Practice
- Policies and Procedures in Safe Practice

Resource:

Register to access our guidebook to implementing your P&P in an efficient and engaging manner. This booklet has 17-pages of guidance, and the course is facilitated by our Quality Officer, ready to provide guidance as needed.

Cost:

- This course is £25 for members of *Befriending Networks*
- £40 for non-members



Monitoring, Evaluating & Reporting Impact

Evidencing and evaluating your hard work is a key part of running a befriending project. This workshop will review research in social impact, developments in social finance, frameworks for measurement and the challenges we face while measuring and evidencing the impact of befriending projects on the community.

There will be the opportunity to learn key theory and measurement frameworks as well as learn from others and share experiences. All attendees will receive a measurement toolkit, and any slides used.

This course is targeted at supporting staff and trustees with operations, funding reports and evaluation of performance. This is not suitable for volunteer befrienders.

Resource:

From attending this session, you will get access to our **Monitoring, Evaluating & Reporting Impact** resource pack, a 38-page booklet of guidance to support your impact measurement in the future.

Cost:

- This course is £85 for members of *Befriending Networks*
- £110 for non-members

Reducing Inappropriate Referrals

We are aware that many befriending projects struggle with inappropriate referrals. This can happen in many different shapes and forms. For example: not meeting criteria or withholding of information to meet eligibility.

Reducing Inappropriate Referrals is all about growing strong relationships and a clear message amongst all stakeholders. This is a course requested by staff within the befriending community and created around your needs.

This short course is designed to provide you with support and guidance on this topic. It is important to know how to grow a strong relationship with your referrers, whether individuals or agencies.

Discussion points of this workshop are:

- How to communicate your criteria
- Good practice in referral form
- How do we calculate what *is* and what is *not* appropriate?
- Saying no to inappropriate referrals
- Minimising inappropriate referrals
- Safeguarding your system

Resource:

All attendees will receive a 28-page resource. With steps for improvement and good practice on creating a stronger relationship and guidance on how to minimise inappropriate referrals, this training event will give you food for thought to implement or improve your structure.

Cost:

- £30 for members of *Befriending Networks*
- £55 for non-members



Safeguarding in Befriending

*Befriending Networks has two safeguarding courses. This is the short course. For a more intensive training course, please see our Good Practice training event: **Improving and Evaluating Your Safeguarding Policy.***

Safeguarding in Befriending has been designed to provide guidance and support to befriending projects staff, and volunteers where appropriate. This workshop is focused on shared learning, networking and good practice in safeguarding and understanding in the following key areas:

- What is meant by the term Vulnerability and Abuse
- Safeguarding guidance in Scotland, England and Wales
- How to recognise the types and indicators of harm and abuse
- What you should do if you suspect that someone is being harmed

Resource:

From attending this session, you will get access to our **Safeguarding in Befriending** resource pack, a 20-page booklet of guidance on how to handle safeguarding, communicate to volunteers, protect all stakeholders as well as identify concerns.

Cost:

- This course is £30 for members of *Befriending Networks*
- £50 for non-members

Supporting Mental Wellbeing in Befriending Projects

Befriending Networks runs online workshops on wellbeing that are welcome to be attended by Volunteers, Staff or Trustees. Join us online for an interactive discussion and tutorial of how we can best support the mental wellbeing of our service users, volunteers and staff within our befriending projects.

This will be an opportunity for networking, discussion and sharing of good practice and problem solving. You are encouraged to submit certain issues or questions in advance to be included in the discussion to ensure you get what you hope for.

Topics of discussion include:

- Resilience of staff, volunteers and service users
- Training volunteers so that they can encourage positive wellbeing of service users
- Staff boundaries and resilience
- Signposting and safeguarding
- Trauma Informed Principles

Resource:

We have created a database of resources for participants, including:

- Podcasts
- Training videos for staff
- Training videos for volunteers
- Resources for service users and their wellbeing
- Resources for volunteer and their wellbeing
- Resources for staff to monitor volunteers and service users
- Resources for staff to protect their own wellbeing

Cost:

- £35 for members of *Befriending Networks*
- £60 for non-members



Volunteer Retainment

This course was designed due to request from befriending staff across the UK as the difficulties facing volunteer recruitment and retainment increased.

This session is designed to allow participants to network, share concerns and problem-solve collaboratively before being advised our top tips on the seven key factors of Volunteer Retainment:

1. Robust Training
2. Realistic Expectations
3. Relationship Building
4. Relevant Skill Building
5. Regular Reviews
6. Routes to Raise Concern
7. Recognition and Reward

Discussion includes:

- How do we keep our volunteers?
- How can we avoid them vanishing or abandoning their match?
- What steps can we take to retain our volunteers in a positive, supportive environment?
- How can we let volunteers know we recognise and appreciate their efforts?

Resource:

All attendees will be sent our 15-page guidance document advising good practice in volunteer retainment, any notes from the group discussion and any slides used.

Cost:

- £25 for members of *Befriending Networks*
- £45 for non-members



Good Practice Training

Good Practice is our newest section of training and events at Befriending Networks. Each event is focused on an infrastructure of interactive workshop and discussion, followed by access to the appropriate good practice resource. Current there are three events available in Good Practice.

Please note that all these courses can be arranged as a private session for you and your team. If you would like a bespoke run of any of these courses, please contact Victoria@befriending.co.uk

To see currently available dates and times, please see here: www.befriending.co.uk/training-events/good-practice/

Running a Befriending Service



Join our membership officers online for this event centred on an introducing on how to run a befriending service. This learning opportunity is an interactive discussion and networking event designed specifically for **new befriending projects or staff that are new to their role.**

Open to everyone, this is a chance to network with members and non-members of *Befriending Networks*, growing your contacts and peer-support. Attendees will network and problem-solve together with peers before staff share top tips. Key topics of discussion are:

- Volunteer Recruitment and Retainment
- Policies and Procedures for Good Practice
- Supporting Wellbeing within your befriending project

Resource:

All attendees will gain access to our Good Practice Guide, *Running a Befriending Service*. Commonly, a membership exclusive. This 76-page Resource covers factors such as: Risk; Waiting Lists; Boundaries; Endings and more.

Cost:

- £15 for members of *Befriending Networks*
- £35 for non-members

www.befriending.co.uk/training-events/good-practice/



@Befriendingnet



www.befriending.co.uk

Management and Leadership in Befriending Projects

This course is designed for staff within befriending projects. It provides support and the opportunity to grow in knowledge and skills for continued professional development. Management and Leadership is suitable for anyone looking to increase their responsibilities within a befriending project or to take on a new progressive role. Course content includes:

- Defining a Manager and a Leader
- Setting Boundaries
- Taking Ownership
- Motivating your Team
- Handling Change
- Managing Poor Performance
- Feedback and Constructive Criticism
- Inducting New Members of Staff
- Delegation
- Stress in the Workplace
- Time Management
- Funding and Responsible Sourcing
- Contingency Planning

Throughout the duration of this five-week course, you will receive weekly 1:1 support from Victoria (Learning & Development) who will coach you through the reading and support you to apply the theory into your workplace setting and to implement both personal and professional goals into your befriending project.



All students will receive 1:1 support through written feedback on assessments as well as any emails where appropriate. To ensure you feel supported throughout your training experience, there are webinars to provide you with face-to-face time with your trainer as well as the opportunity to learn from your peers and other befriending projects.

The course schedule is structured around independent learning. Four webinar times are set and mandatory, however, how you complete the rest of the work is flexible to your work schedules and personal needs. Please note that, on average, this course requires 10hours of independent study as well as 4.5hours webinar attendance.

Resource:

Training takes place on our training platform, and all materials and content from this course is combined into downloadable documents so you can keep and maintain the information for as long as you like post-course end.

Coaching also entails Victoria conducting research on any specific topic you need, checking journals, sourcing examples that could support learning within other befriending projects, and providing bespoke support as requested.

Cost:

- £180 For members of *Befriending Networks*
- £220 for non-members

www.befriending.co.uk/training-events/good-practice/



@Befriendingnet



www.befriending.co.uk

Dementia and Befriending

Dementia and Befriending has been designed due to feedback and high demand from befriending organisations across the UK. This training course is suitable for Staff and trustees.

Are you unsure about how to support service users with dementia within your project? Are you unsure how to train volunteers so they feel confident about their role and their abilities to make a positive impact on someone with dementia? This course is to help you design your own inhouse dementia training with use of our training resources and/or help you to create a dementia friendly service following good practice guidance.

All participants will come together online for our interactive workshop. Here you will go through different activities and discussions to build your knowledge and understanding of a dementia-appropriate befriending service and efficient training.

There is an online session with peers where the facilitator will demonstrate dementia training activities with attendees. This allows attendees to be trained in Dementia within a befriending setting. It also allows attendees to see how they could train others, a train for trainers element.

All participants will be given access to the resources after the workshop.

A free follow up session is arranged with anyone who is interested to discuss the review of materials and to have a chance to ask any questions of the training designer, review facilitation options or advice for staff, volunteers or service users/carers within the project.

Resources:

All participants will receive a copy of two resources post-workshop:

1. **Training Toolkit:** Resources, activities and information for training staff and/or volunteers to better support those with dementia. All materials and training activities can be taken, altered and/or used within your project as you see fit.
2. **Good Practice Guide:** Supporting People with Dementia: Guidance on running a befriending project that supports service users with dementia. This GPG is exclusive to this course.

Please be aware our Good Practice Guide and Training Toolkit is very detailed, broken into several sections and requires time to read thoroughly and reflect on. Depending on your capability, approximately 6-8hours is the recommended time to complete the reading of both the toolkit and the good practice guide.

Cost:

£80 for members of *Befriending Networks*

£105 for non-members

www.befriending.co.uk/training-events/good-practice/



Improving and Evaluating Your Safeguarding Policy

Improving and Evaluating your Safeguarding Policy has been designed to provide guidance and support to befriending projects staff and trustees where appropriate.

This course is centred around independent learning, though we are here to support you. All participants will come together for up to 90 minutes at the start of the course. This will provide you the opportunity to gain a better understanding of what is required of a safeguarding policy, as well as an opportunity to ask questions.

Resource:

You'll be introduced to our training platform and given support to navigate the site to complete assessment. All participants will gain access to our Good Practice Resource on *Safeguarding in Befriending*.

This resource highlights key considerations, explanation on vulnerability and abuse for adults and children as well as guidance for both staff and volunteers. This information will assist you to improve and evaluate your safeguarding policy and complete the scenarios and quiz.

Cost:

£65 for members of *Befriending Networks*
£85 for non-members

www.befriending.co.uk/training-events/good-practice/



Bespoke Training at Befriending Networks

After a free consultation, our experienced team can design and deliver training to fit any project's requirements. Most recently, we have provided befriending volunteer training, staff leadership training, and mental health awareness training. We design many different formats too: toolkits, PowerPoints, videos, reading materials, workshops and training resources and materials.

<https://forms.office.com/r/NJXxFbxH8s> - to book your free consultation now.

Costs will be calculated based upon the time & resource necessary for preparation, delivery and evaluation. Additional costs can include travel and accommodation where necessary, however we do try to keep the costs down as much as possible and will openly discuss this.

Structure of bespoke training

The purchase of bespoke includes:

1. Free consultation to agree on concept
2. Written proposal with price quote valid for up to one year
3. Option for full facilitation by Befriending Networks or completion of Facilitator Guide to support inhouse training delivery
4. All materials branded to the individual company's colour scheme and logo
5. Creation of digital resources to support attendees independent learning
6. Handover of all training materials and resources

Additional items can include:

Creation of worksheets, training videos and interactive game materials.

Have questions?

Attend a free consultation using the link (left) or email Victoria@befriending.co.uk



Volunteer Training Toolkit

Welcome to the brand-new Volunteer Training Toolkit. This is for befriending staff only and is not suitable for any volunteers to be registered to. This Toolkit provides befriending coordinators with a variety of resources to assist in training volunteer befrienders. With a choice of video, audio, written and discussion-based content, the Toolkit strives to help you meet your volunteer's learning needs. Content relating to face-to-face as well as distance befriending is included.

Please note that the Toolkit has been specifically designed to provide essential information about befriending, which should be used alongside in-house, organisation-specific training. Your organisation will have specific policies and procedures that are important to share with volunteers during training, in addition to material covered by resources in the Toolkit.

Contents of the toolkit are listed right. To register for your access:
www.befriending.co.uk/training-events/volunteer-toolkit/

Cost:

Free and exclusive to members of *Befriending Networks*

Videos:

- Boundaries
- Building a Relationship
- Communication Skills
- Making a positive Impact
- Davie Grey Part One – a short story on loneliness
- Davie Grey Part Two – a short story on the benefits of befriending
- Four principles for looking after your volunteers (for staff only)

Interactive Activities

- Boundaries
- Roles and Responsibilities
- Having your first discussion
- Reasons why matches end

Audio Resources (MP3)

- Building a befriending relationship
- Boundaries
- Communication

PowerPoint

- Support and Supervision
- Confidentiality and Safeguarding
- Communication

Reading Materials

- Good Practice Guide: Being a Befriender
- Protecting Your Wellbeing – Guidance for Volunteers

Reflective Written Work

- Your qualities and room for improvement
- Expectations and avoiding disappointment
- The Equality Act: Knowing your Protected Characteristics
- How my project can support me
- Reasons why befriending matches may end
- Boundaries: What is OK in my project?

*"We Provide The Tools
- You Build The Volunteers"*



Networking – For staff at all levels

Due to popular demand, our free Networking / Q&A Sessions will continue. These are not training events but a chance to network and discuss a set theme.

Each gathering presents a new topical discussion and opportunity to engage in conversation with others working in befriending and gain support and insight from a member of the Befriending Networks Team.

Previous Networking and Q&A Events have all been fully booked, so access our website and see what is available and book now:

www.befriending.co.uk/training-events/networking/

These events are free to all.

Managers' Network



Monthly sessions for managers (who line manage other employees)

After a trial period in 2021, Managers Networking sessions were so well attended that we are making them a permanent feature moving forward.

These sessions run monthly and are specifically for those line-managing other staff within befriending projects. Join our CEO, Sarah, to discuss all things surrounding the management and leadership of befriending services and problem solve together, in safe supportive environment.

Interested? You can register here: www.befriending.co.uk/training-events/managers-network/

These events are free.

Have questions? Contact Susan@befriending.co.uk

