



Introducing Sweet TLC Ltd

Delivering training and consultancy services to the Third Sector

Sweet Training Learning Consultancy is a dynamic, imaginative, committed, professional and focused organisation with a wealth of experience of working in the Private, Public, Charitable, Supported Housing, Voluntary and Social Enterprise sectors.

We work with individuals, small teams or your whole organisation to help them become more effective and more sustainable.

Sweet develops training resources and/or consultancy inputs tailored to:

- identified business objectives
- an identified gap between a current or near-future performance level and the required performance level

We will then work collaboratively to develop a clear action plan to close this gap.

We deliver a variety of services including:

- External & Internal Training Days
- Team Development Days
- Coaching and Mentoring
- Leadership & Management Programmes
- Strategic Planning
- Diversity training and development
- Bid/Tender Writing and Fundraising
- Policy Development

Sweet also offers a consultancy service to assist in:

- External Supervision provision
- 1:1 Management Coaching provision
- Establishing Action Learning Sets
- Facilitating change
- Delivering specific projects
- Introducing and embedding performance management systems
- Providing a new focus for future success



Sweet training services

Our training services include as standard:

- Preparation of course outlines
- Designing and delivering each course in agreement with the client; preparation of handbooks, handouts and templates as necessary (including Large Print format if required)
- All materials make use of plain language, sans serif fonts and contain minimum jargon content
- Copies of PowerPoint slides and additional material generated during the course are forwarded to each learner for their reference



Course Notes



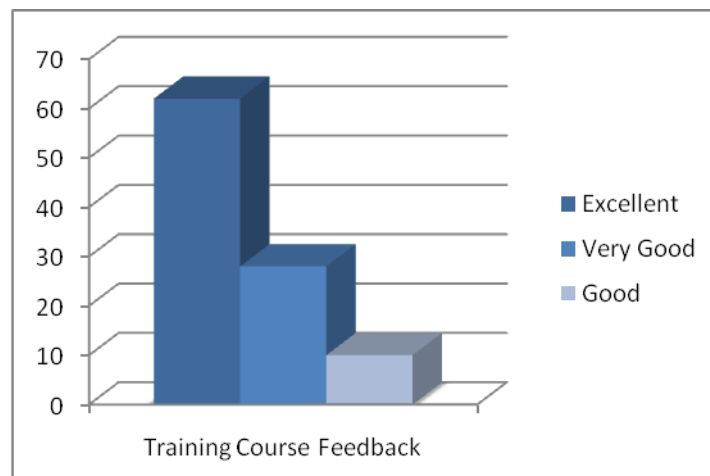
Slides



Workbook

Evaluation of each course is gathered from the learners and is provided to the course commissioner in writing.

We believe it important that learning is followed up in the workplace. At an agreed time we contact organisations to evaluate the effectiveness of our training.





Examples of Sweet courses delivered to the Third Sector:

Business development

- Customer focus
- Customer relationship management
- Developing a strategic plan
- Developing a fundraising strategy
- Tendering for success
- Marketing for success
- Working with the media
- Developing Partnerships

Management skills

- Leadership & management skills
- 4-day Leadership Course ~ 'Leading Places of Change'
- Performance management
- Supervision & support skills for managers
- Successful appraisals
- Moving into management – the 1st 100 days
- Effective delegation
- Motivation skills
- Networking skills
- Successful selection and recruitment of staff
- Time management
- Training the trainer
- Team building
- Meetings for maximum effect
- Developing strategic tools ~ a masterclass

Staff development

- Key working
- Developing service user involvement
- Managing professional boundaries
- Working with reluctant or ambivalent clients
- Managing violent & aggressive behaviour
- PoVA
- Managing risk
- Lone working
- Developing groupwork skills
- Facilitation skills

Personal development

- Developing networks
- Stress management
- Assertiveness
- Motivational interviewing
- Social skills
- Achieving a work-life balance

Policy development & implementation

- The Mental Health Act ~ what it means in practice
- Cultural Diversity
- Managing Diversity
- Developing an Aggressive & Violent Behaviour Policy
- Dealing with Bullying & Harassment at Work
- Developing a Disciplinary and Grievance Policy
- Developing a Staff Handbook and a Code of Conduct

Volunteering courses

- Preparing to involve volunteers in your organisation
- Developing Volunteer Agreements & Handbooks
- Marketing and the successful recruitment of Volunteers
- What motivates volunteers
- Diversifying your recruitment of volunteers
- Effective induction for volunteers
- Supervision of volunteers
- Supporting Volunteers with mental health issues
- Good governance



Examples of Recent Clients

Train to Gain – Leadership and Management

- Contracted by the Learning and Skills Council to provide quality leadership and management training to organisations across the South West as part of the Government initiative to make businesses better skilled and more competitive. **(2007- present)**



Chartered Institute of Housing

- Delivering an accredited 10 day leadership and management training programme to supported housing associations across the North East of England. **(2007- 2008)**



Housing Liaison Group (HLG)

- A comprehensive range of management and staff training delivered to Registered Social Landlords, Council's and voluntary organisations across the East Midlands covering a full range of areas examples are;
 - Strategic Management
 - Leadership
 - Planning and managing change
 - Communication, negotiation and influencing (all levels)
 - Staff Management



(2002 - present)

SITRA (Supported Housing Infrastructure Training Provider)

- Delivering planned programmes of leadership and management nationwide. Promoting and developing the use of best practice e-learning resources. **(2001- present)**



Hanover AtHome

- Delivering cultural diversity training to residential staff teams across the UK. **(2007-2008)**



Rethink (South Gloucestershire)

- Delivering Social Skills and Assertiveness courses for service users **(2007-2008)**



Council for Voluntary Services (South Gloucestershire)

- Delivering a series of training for third sector organisations with the aim of improving management skills and practice and developing organisational sustainability. The training programme has included Partnership Working, Supervision Skills and Change Management. **(2007-present)**



Council for Voluntary Services (South Yorkshire) - VAS

- Delivering a series of training for third sector organisations. The training programme includes Appraisal Skills and Coaching Skills. **(2007 – to present)**



Council for Voluntary Services (Medway) - North Kent Training

- Delivering a series of training for third sector organisations. The training programme includes Marketing, Media Skills, Leadership. **(2008 – to present)**





The Sweet Trainers

Sandra Duck



Sandra's background is in sales and marketing. From the late 1980s she worked for Alexandra Plc, where she was responsible for managing a team of 40 sales and customer service staff handling client accounts totalling £20m. In May 2000 she joined the world renowned company Bristol Blue Glass as General Manager and over the next five years saw turnover increase by 50% bucking the UK trend, which continues to experience a steady downturn in manufacturing. With Bristol Blue Glass, she won a national business award, presented by the Chancellor, Gordon Brown. From 2005 she worked part-time as a business advisor and has developed and delivered training, learning and consultancy in a freelance capacity; a combination of 1:1 work, developing whole staff teams and open training courses. She is a fully accredited Business Adviser, a qualified life coach, certified trainer and an Associate Member of the Chartered Institute of Personnel and Development and the Institute for Learning. Sandra has also taught Persian Dance for ten years and has run hugely popular Dance and Yoga Holidays for the past five years.

Jim McNeill



Jim has long experience in the Private, Public, Arts and Voluntary Sectors.

After running his own catering businesses in the 1970s he was employed by Bristol Social Services, as a member of a senior learning difficulties team. Here he was responsible a number of initiatives including assisting individuals to develop independent lifestyles and recruiting, inducting and supporting volunteers within Social Services.

Between 1999–2002 Jim was a Horticultural Trainer developing opportunities in horticulture for people with learning difficulties, individuals with mental health issues and the numerous happy volunteers who gained invaluable experience at the City Farm in Bristol.

In 2002 he was appointed Director of Volunteering Bristol. Jim has a hugely successful record of fundraising and partnership initiatives and is highly experienced at policy development and strategic planning.

He has developed and delivered successful training courses throughout his career, most recently for the voluntary and public sector across the South West, Midlands and the South East of England as well as providing 1:1 Personal Development and Time Management programmes for Senior Managers.

Jim is an Associate Member of both the Chartered Institute of Personnel and Development and the Institute for Learning. He is active member of a number of community organisations and manages to combine his career as a trainer with arts performance and being a respected social historian.

Latif Ismail



Latif is a trainer, business advisor, occasional broadcaster and freelance consultant. He has worked with various organisations including the National Crime Squad, Avon & Somerset Constabulary, East Bristol Youth Housing, Hanover AtHome, Home Office, BBC Bristol, ITV West and Channel4/More4. Previously he has worked as a Service Development Officer with Refugee Action. Latif speaks English, Arabic & Somali.

Colin Dyson



Colin has 15 years of experience working in or managing Day Centres, hostels, prisons and supported housing. He has run his own training and consultancy company over the last seven years and has worked with a broad range of organisations across the homeless and supported housing sector developing working practise and standards.

As well as experience as an operational manager in the Social Care sector, Colin's training is underpinned by a considerable body a technical knowledge in the delivery of learning to adults obtained thorough study for a Post Graduate Diploma in Adult and Continuing Education. Colin has developed particular training experience in promoting service user participation, assessment skills, evaluation skills and the management of risk, but is constantly developing new courses to respond to the developing

needs of Social Care providers.

Rowena Harris



Rowena is a facilitator and trainer who loves people to surprise themselves!

Rowena has a background in education, first in schools, later in community development. She spent many years as a co-ordinator and trainer for Bristol Community Education, the Workers Education Authority and the Basic Skills Agency. Part of her work was to develop partnership projects involving health workers, librarians, schools, colleges, community workers and local parents to

encourage Family Learning Projects – precursors of the Sure Start Initiative. During this time she became interested in the challenge, not only of encouraging better partnership working, but also of working with groups of people from very different backgrounds and interests, to facilitate their efforts to improve things where they live or work. Having been trained by Neighbourhood Initiatives Foundation in Planning for Real she realised that facilitation, mediation and mentoring were the skills she wanted to develop. Training and experience provided by The Environment Council provided a spur to becoming an independent consultant in 1999. Since then she has facilitated workshops on issues ranging from local matters like the design of a new community building, a planning application for an incinerator to the national strategy for handling nuclear waste. She also continues to enjoy training a wide range of topics and is a yoga teacher.