



### ABOUT THE CLIENT

Age UK Essex aim to promote the wellbeing of all older people in Essex and to be there to support people to live fulfilling and enjoyable lives. Responding to these needs Age UK Essex deliver a wide range of services in approximately 220 towns and villages across the county. These services are provided by both paid staff and volunteers. The training participants were a combination of newly promoted (first line management position) and more established team leaders.

### THEIR TRAINING NEEDS

Age UK Essex had identified areas of training need for their staff; **Team Leading** including covering delegation skills, motivating team members and getting agreement for actions; **Interviewing skills** covering preparation for interviews and skills practice and feedback and **Presentation skills** addressing making short presentations to diverse audiences on the services Age UK Essex provides and securing support for this as well as presenting in team meetings. Also included negotiation, persuasion and influencing skills.

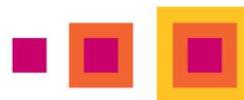
### OUR APPROACH

A series of one day training courses were designed and delivered on Presentation & Facilitation Skills, Interviewing Skills and Team Leading, using trainers with significant expertise in the subject area as well as extensive training experience. Both trainers had already run training for Age UK Essex's Voice Network volunteers and so were familiar with the work of the organisation. The training was high quality and adjusted to suit group dynamics at each session.

### RESULTS

Feedback from Age UK Essex was very positive and they were pleased by the professional approach of both trainers. They commented on the trainers' abilities to adapt the training to the needs and abilities of the different groups but still meeting the requirements and planned outcomes. Feedback from the delegates themselves was that they had found the courses very informative and had taken away some useful skills.

***“Thank you for understanding the wider challenges of arranging training events for the voluntary sector. You have shown oodles of patience when I have asked to make changes to plans.”***  
***Sarah Dalton, Training Co-ordinator Age UK Essex***



Voluntary Sector Training