

DSC Training



Fundraising

Finance

Human Resources

Information and
Communication

Law

Management and
Governance

Personal Development

Sector, Policy
and Campaigns

The Voluntary Sector's Best-Selling
Training Provider

DIRECTORY OF SOCIAL CHANGE

Spring
2012



Hello 2012

Despite the economic threats of double-dip recessions and more cuts, there is also much to look forward to with extra Jubilee holidays and the excitement of the Olympic Games. All change, even unwelcome change can bring about unforeseen opportunities for new learning. At this time of the year, performance review discussions are a chance to identify our learning goals. So why not take advantage of our offering and plan your learning now? There are many courses to choose from, whether fundraising or management development. Any course can be tailored for your own specific needs and it's not just about courses; we offer coaching and consultancy skills as well as a variety of events that enable you to design your own day of mix and match workshops. As Marcel Proust said, "The real act of discovery consists not in finding new lands but in seeing with new eyes".

Chrissie Wright, Director of Training Services, DSC

How to order

@ Web:
www.dsc.org.uk/training
Email:
training@dsc.org.uk

✉ Post: DSC Training,
24 Stephenson Way,
London NW1 2DP

☎ Tel: 08450 77 77 07
(local rate)
Fax: 020 7391 4804

NO VAT

As we are a charity, unlike other training providers we don't charge you VAT

More than four of your team interested

Then DSC's In-house training is your most cost-effective option. Why not talk through your needs with Primrose Milvain, Head of In-house Training, on 0207 391 4896/4849 or email: inhouse@dsc.org.uk For more information go to www.dsc.org.uk/inhouse

Look out for the free books included on many of our courses


















Remember:
All courses can be delivered in-house at your premises

Fundraising

Book included

You can go straight to the courses you are interested in to find out more or to book:

www.dsc.org.uk/insert web code

Overview	Dates	£ from		
 Effective Fundraising Practice	06-07 Mar 25-26 Apr 11-12 Jun 03-04 Sep	£275	EFP	Fundraising isn't easy. Get to grips with the basics so you don't make obvious mistakes, and learn the tactics that will help you get the funds you need. An overview of fundraising practice, sources and techniques for new fundraisers.
 Effective Fundraising Strategy	02-03 May 12-13 Sep 27-28 Nov	£295	EFS	The bigger your ask the more people, plans and processes you need to get right. Learn how to plan, manage and maximise resources with a clear strategy. For those with some practical experience of fundraising.
Essential Skills for Fundraisers	02-03 Oct	£295	ESK	Being a good fundraiser takes confidence to approach people and convince them to donate to your cause. Includes networking, influencing, presenting and social media.
Managing Fundraisers and Fundraising Volunteers	11 Jul 15 Oct	£175	MFV	Learn how to set fundraising objectives and targets, cost different fundraising methods, review performance and deal with difficult behaviour. For team leaders and new and future fundraising managers.
 Thinking Differently about Fundraising	01 Oct	£145	TDF	Challenge the way your organisation looks at fundraising and leave with a mind full of new ideas. Includes a look at 15 remarkable organisations that raise funds in unusual but successful ways.
 Social Media and Fundraising – Making it Work	11 Apr 21 Nov	£145	SMW	Visitors to your website coming from a social media site are 10 times more likely to donate! There is so much you can do with social media when used strategically. Includes Facebook, Twitter, YouTube, FourSquare and more.
Contracts and Commissioning – how to get money from Government	19 Apr 08 Nov	£185	CCG	Funding is still available from the government - understand what they give, when they give and why they give. Learn how to develop relationships and explore the implications of the move towards contracts and commissioning.
Surviving Beyond Statutory Funding – Widening your income streams	29 Mar 16 Oct	£175	SBF	Get inspiration and ideas to help you diversify your income streams and ensure your fundraising is sustainable. Learn about the 8 sources of funds and which ones are appropriate for you.
 'How to' Develop Trading and Income Generating Activities	24 May	£145	TIG	Explore tested tools, case studies and real life experiences that demonstrate the issues involved in developing realistic and credible income generating activities for your organisation. Includes financial, legal and managerial issues.
Full Cost Recovery – Avoiding the big black hole	10 Jul 17 Oct	£190	FCY	Understand the component parts and principles behind Full Cost Recovery and examine the criteria funders use in the grant/bidding process. For those involved in preparing and submitting funding bids for their organisation.
International				
 Fundraising from the USA – Opportunities for UK Charities	24 Apr	£90	USA	Charity doesn't always begin at home – sometimes it spreads farther afield. There is money available to UK charities from the USA, and this course will help you understand the market. Half-day.
 Fundraising from the EU - how to find your way through the maze of the EU budget	23 May 28 Nov	£190	EUU	Did you know that the EU is the world's largest donor? Well, probably not because EU funding is shrouded in mystery. This course will lift the veil and increase your understanding.
Trusts and Foundations				
 'How to' Raise Money from Trusts	29 Mar 02 May 19 Jun	£230	RMT	There are some 9,000 grant-making trusts in the UK. Making the right approach at the right time to the right trust is what matters – get the lowdown from the UK Trust experts, DSC. For those new to trust fundraising.
 Maximising Support from Trusts and Foundations	14 Jun 05 Sep 19 Nov	£230	MXT	If you know how trusts and foundations think you'll understand how to get money out of them and if you can take that knowledge and build your strategy around it, all the better.
Companies				
 'How to' Develop Corporate Support	06 Jun 02 Nov	£230	DVC	If you've never really asked companies for money before, it can seem daunting. It shouldn't. All you need to know is who to ask, how to ask and what to ask. For those new to corporate fundraising.
Increasing Corporate Support and Sponsorship	28 May 24 Jul 30 Oct	£180	CSS	Knowing how to differentiate between types of corporate support could make the difference between a short-term gift and a long term relationship. A strategic approach for those with corporate fundraising experience.
 Corporate Sponsorship – Winning over your corporate sponsor	13 Mar 22 Oct	£145	WYN	Demonstrating a good early understanding of your prospective sponsor is essential in developing the relationship. Learn to use effective meeting preparation techniques before the final pitch. For anyone looking to meet with corporates.
 Corporate Fundraising Pitching to Win	20-21 Mar 25-26 Sep	£295	PTW	Understand what companies want from you and how to pitch to them. Highly practical exercises in communicating, presenting, negotiating and pitching. Practise pitches directly to corporate speakers, such as Legal & General.
Legacies				
 'How to' Raise Money from Legacies	16 May 14 Aug 31 Oct	£180	LEG	A beginners' guide to legacy fundraising and the different types of legacy programme possible for your organisation. This course is perfect if you need to know how to start fundraising effectively from legacies.
Creating a Great Legacy Programme	07-08 Nov	£295	CLG	The tools to form an in-depth legacy strategy addressing ethical and sensitive issues. Identify the full depth, breadth and range of legacy communications, and develop your case for support. For experienced legacy fundraisers.
Individual donors, friends and members				
 'How to' Fundraise from the Community	22 May 25 Jul 12 Nov	£180	FFC	Engage your community in giving time and money to your cause by exploring the key principles of community fundraising and using volunteers. For those new to community fundraising and/or new to managing fundraising volunteers.
 'How to' Raise Money from Individuals – a Beginners Guide	26 Apr 24 Oct	£155	RIB	Charities raise billions in donations from the public every year - learn how to tap into it. Explore the range of methods used to solicit donations and why people give. Includes the government's 'Giving' White Paper.



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Fundraising

Book included

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www.dsc.org.uk/insert web code

Individual donors, friends & members	Dates	£ from		
The Essentials of Individual Giving - Creating an Integrated Marketing Campaign	14-15 Mar 18-19 Jul	£275	EIP	An in-depth look at successfully acquiring, retaining and developing individual donors through exploiting a range of popular communication channels. Create an individual giving marketing plan setting appropriate objectives & strategies.
The Donor Journey - Developing Donor Relationships	28 Mar 08 Oct	£175	DJD	It's all about how to secure long-term support from your donors. Recognise and involve donors so you turn encounters into relationships. Includes donor categorisation, reactivation of lapsed donors and lifetime values.
Winning Major Gifts	07-08 Jun 22-23 Nov	£295	WMG	Large windfalls rarely arrive unless you go out and look for them. Learn how to create relationships with potential major donors and set up a structured programme. Includes Prospecting, Cultivation, Solicitation and Stewardship.
Making the Ask for Major Gifts	01 Aug	£175	MAG	Even seasoned fundraisers can feel daunted asking a donor face-to-face for a major gift. Create a plan for the ask which empowers and gives you confidence; use setbacks positively and turn them into 'maybes', then a 'yes'.
Raising Money from Tribute Funds	12 Apr 22 Nov	£175	TRB	There are some under-utilised sources that with potential can transform your fundraising. Tribute funds and in-memoriam asks are sensitive, but done well can create a substantial source of new money.
Events				
★ Fundraising Events Management	15-16 May 05-06 Nov	£295	FEM	Organise a stress-free fundraising event which raises lots of money. Construct a project plan involving every element of the event and its promotion. For fundraisers and others with limited experience of planning events.
Capital Appeals				
Successful Capital Appeals	25 Oct	£195	SAP	Capital appeals can feel like a huge task - with good planning and strong leadership you can succeed. Draw on models used successfully in UK and US capital campaigns. For CEO's, senior managers, fundraisers and trustees.
Direct Marketing				
Successful Fundraising with Direct Mail and Email Marketing	03 Apr 05 Nov	£175	EML	In the post or the in-box? Either way, you want to make sure your written call for donations is received, read and acted on. For anyone new to marketing to potential and existing individual donors.
Writing applications				
★ Proposal Writing for Beginners	10 May 08 Jun 20 Sep	£185	PWB	Articulate your cause in a powerful way with techniques for developing and writing strong, persuasive, successful funding proposals. Essential if you are writing any type of funding applications. Includes budgets and funding plans.
★ Proposal Writing - Developing your Skills	25 Apr 13 Jun 09 Oct	£190	PWS	Trusts get many well written proposals from worthy charities all the time. Learn how to make yours stand out from the crowd. Intermediate level, to improve your existing applications and success rate.

Finance

Book included

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www.dsc.org.uk/insert web code

General	Dates	£ from		
★ Finance for Non Finance Managers	30 May 01 Aug 15 Oct	£145	FNF	Demystify the monthly accounts, improve your financial understanding and reporting. Find out the differences between financial statements, management accounts, budgets, cash, profits, liabilities and more.
★ Accounting and Financial Management	28-29 Jun 6-7 Nov	£360	AFM	Learn how to properly interpret your organisation's accounts and understand the basic principles of management accounts, balance sheets and income and expenditure accounts. For non-accountants and managers.
Accounting and Financial Management - Beyond the Basics	14-15 Mar	£335	AFB	Over two days develop a deeper understanding of accounts and financial management issues, including the key issues to be aware of with both statutory and internal management accounts.



ILM training

The following courses are endorsed by the Institute of Leadership and Management (ILM):

- Managing Volunteers
- Practical Project Management
- Train the Trainer



For an additional fee of £125 you can choose ILM Endorsed Course and Certification (including free six month membership of ILM). You will complete some additional assignments and exercises, all based around course content and with tutor support. **Full details at www.dsc.org.uk/ilm**

Human Resources

Book included

You can go straight to the courses you are interested in to find out more or to book:











www.dsc.org.uk/insert web code

General	Dates	£ from		
HR for Non-HR Specialists	21 Mar 02 Nov	£190	HRN	Clarify the range of HR responsibilities and legal procedures. Includes contracts of employment, fair dismissal, equality in recruitment and employment and keeping up to date. For those responsible for HR who are not specialists.
Health & Safety				
Introduction to Health & Safety Management	22 Jun 29 Nov	£190	HSM	Manage health & safety at work in compliance with health & safety law. Includes setting up a health and safety management system, accidents and ill health at work, risk assessment, fire, and lone working.
Training and Development				
Train the Trainer ILM certified course (optional)	10-11 Apr 10-11 Jul	£300	TTT	A two day introduction to participants, helping to assess and develop their training skills and techniques.
Advanced Train the Trainer	20-21 Jun 31 Oct-1 Nov	£290	ATT	Two days that further build and advance your basic training knowledge to enhance your skills to suit your audience.
Volunteers				
 Managing Volunteers ILM certified course (optional)	26-27 Mar 14-15 Jun 10-11 Sep	£315	MAV	Attract and retain good, committed volunteers. Implement an action plan covering all aspects of volunteer management including recruiting diversely, inducting, managing, supervising, legal considerations and difficult situations.
 Strategic Volunteer Management	02 May 16 Oct	£160	SVM	You've got a good volunteer team, now make them excel. Develop your strategic volunteer management skills, benchmark volunteering trends, recognise your areas of expertise and gain support across your organisation.

Information & Communication

You can go straight to the courses you are interested in to find out more or to book:

www.dsc.org.uk/insert web code

Marketing	Dates	£ from		
Effective Marketing for Small Organisations 	20 Sep	£200	EMS	For those who need a basic understanding of marketing and practical methods to implement. Includes the marketing mix & toolbox, profiling, segmenting, targeting, good copy, and overview of a marketing strategy.
Get it Read, Not deleted – Secrets of a Successful E-Newsletter	27 Sep	£200	SEN	Practical tools on how to write sparkling copy, and to produce and send an e-newsletter. Explores methods of production, frequency, content, format and hot tips for getting your copy read.
 Writing Effective Promotional Material 	28 Mar 12 Nov	£200	WEP	Produce professional literature that will draw the required response from the reader. Bring your examples and current projects for discussion, learn how to balance persuasion, tone and style and include measurable calls to action.
 Creating a Simple Marketing Strategy	12 Mar 30 Oct	£145	MKS	A one day course to provide beginners with all the elements they need to construct a simple, low-budget, but sustainable marketing strategy for achieving their organisations' key aims.
Organising Events 	19 Mar 01 Nov	£200	OME	The basic skills needed to plan a successful conference or other major event for those new to event planning. Identify what makes a great event, define SMART primary and secondary objectives, explore budgets and promotion.
 Writing for the Web 	10 April 21 Nov	£145	WEB	Learn how to write text for the web and how it differs from printed text. Explore website layout, text structure and learn from award-winning websites. Includes feedback on your current website and ways to improve it.
 How to get the Website your Charity Needs	23 Apr 27 Sep	£145	HWC	Everything you need to know to manage the process of getting a new website. Including choosing and managing good designers and web developers, writing the perfect brief, avoiding pitfalls and being ripped off.
 Social Entrepreneurship or for Purpose Organisations	26 Mar 05 Oct	£145	SEP	Turn your charity into a social enterprise and grow your income. Shift from defining your charity as a "non profit" to a "for purpose" organisation and leave with ideas for selling products and services.
Media				
Making the Most of the Media	04 Apr 11 Dec	£200	MMM	Increase your organisation's print, broadcast and electronic media and impact your message. How to write press releases and pitches to editors and journalists that will be read and developed.
 Media Skills Training	25 April 26 April 18 Sep 6 Dec	£145	MED	Engage effectively with print and broadcast media to raise your organisation's profile, promote its activities and safeguard its reputation. Includes media interviews, producing great stories, crisis management.

Law

You can go straight to the courses you are interested in to find out more or to book:

www.dsc.org.uk/insert web code

Charity Law	Dates	£ from		
Duties of a Company Secretary	04 Oct	£100	DCS	Half day for new Company Secretaries: Structure of charities and role of trustees, typical constitutions, job role in detail, & impact of the Charities Act.
Data Protection				
Data Protection and Confidentiality	05 Nov	£205	DPC	Equips you with the knowledge and understanding to ensure your organisation complies with the law and good practice on Data Protection and confidentiality. Identify the main risks particular to your organisation.



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Management & Governance

Book included

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	Chief Executives	Dates	£ from		
	It's Tough at the Top – Leading Senior Teams and Working with the Board	25 May 16 Oct	£265	ITX	Enables Chief Executives to identify the particular characteristics and challenges of top level leadership. Includes leadership style, role of the SMT, team dynamics, working with the board and communication mechanisms.
	The Partnership between the Chief Executive and PA	15 May 22 Oct	£190	PCE	For experienced PA's in the role for six months. Enhance your relationship: managing upwards, communication, delegation, meetings management, difficult situations, understanding networking, when to say no.
NEW	The Partnership between the Chief Executive and the Chair – Getting it Right	21 May 27 Nov	£145	CEC	The most critical relationship to the success of the organisation. For chairs and CE's/ senior staff, preferably together. Explore a partnership model that will enable you to maximise the potential of your relationship.
General Management					
HOT PICK	Moving into Management	15 May 24 Sep	£200	MIM	Provides new managers with the tools and techniques that will help them become effective managers. You will identify skills and qualities needed in the new role and explore the issues around transition.
HOT PICK	Support & Supervision of Staff 1	18 Apr 12 Sep 03 Dec	£190	SSS	For those new to managing. A best practice framework for supporting and supervising within which to work. Topics will cover performance management, the supervisor's role and dealing with poor performance.
	Support & Supervision of Staff 2	17-18 Jul 04-05 Dec	£300	SST	For team leaders who have been managing for some time and want to develop their skills and assess their style and performance. Identify your strengths and weaknesses and apply good support and supervision practices.
HOT PICK	Managing for Managers	07-09 Mar 25-27 Jun 14-16 Aug	£420	MFM	For those running small organisations and middle managers. An in-depth look to help you understand your leadership role and build a toolkit of practical skills which help you to be effective and confident in your role.
NEW	Team Building – Building the Perfect Team	14 Mar	£150	BPT	Developing your team as a whole is an important part of successful management. This course will help you with the knowledge, skills and understanding to build a high performing team.
Leadership					
NEW	Inspirational Leadership	16 Apr 10 Oct	£210	ISP	For senior managers (and future ones). Explore the distinction between management and leadership, so you can prioritise the areas integral to becoming an inspirational leader. Facilitative and conversational in style.
NEW	Personal Power in Leadership	14 May 08 Nov	£145	LCS	Insights into your leadership style and behavior, and disabling styles that can undermine you and the team. Create the language of 'possibility' to set future goals and challenges. For senior executives and directors.
NEW	Managing Stress and Developing Resilience in Staff	28 Mar 17 Oct	£145	STR	An introduction to law and good practice in managing stress in staff. How to prevent stress and develop resilience in staff through Well Being initiatives. Includes a practical model of a disciplinary hearing.
Project Management					
HOT PICK	Practical Project Management ILM certificated course (optional)	26-27 Apr 18-19 Jun 21-22 Aug 09-10 Oct	£320	PPM	For those with limited project management experience. Gain a full understanding of the nature of projects and a systematic process in order to plan and implement the clear outcomes you need.
	Designing & Managing Fixed Term Projects in Voluntary Organisations	15-16 Mar 09-10 Jul 20-21 Nov	£320	MNP	Two days that provide a 'practical toolkit' of approaches and techniques to manage a project from initial idea, defining a project, securing approval, planning, managing critical stages and closing it down.
Administration					
	The Effective Administrator	19 Mar 20 Jul 06 Nov	£190	TEA	For those who have administration as all or part of their job. Build the skills to run effective office systems, increase confidence in managing workload and communicate positively with colleagues, managers and public.
Research and Evaluation					
NEW	Are we Making a Difference? Evaluating and Monitoring Impact	03 Apr 05 Nov	£145	EVI	Use a set of simple frameworks for a monitoring system to evidence the impact you're making against your objectives. Tackles some of the common challenges encountered. For those new to monitoring and evaluation.
NEW	Show me the Evidence!	29 May	£145	SME	You need evidence of the needs your charity is trying to address, or to prove to funders how efficient and effective you are. Basic knowledge needed to plan, carry out, analyse and report basic research projects.
Strategy, Planning & Change					
	Business and Strategic Planning	27 Mar 23 Oct	£150	BSP	For managers and trustees responsible for developing future strategy for their organisations. Learn to construct, resource and cost useful business plans and involve trustees, staff and volunteers.
	Using Creativity to Facilitate Strategy and Change	16 Apr	£160	SFC	A thought provoking day exploring the use of creative techniques for new ways of thinking around strategy and change. For anyone driving or developing strategy who wants to encourage 'out of the box' thinking.
Trustees					
	Duties of a Trustee	10 Jul 04 Oct	£115	DTR	A half day course for trustees and staff who want a good understanding of what it means to be a trustee. Covers charity law and the board, duties and liabilities, interaction with staff, recruitment and training of trustees.



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Personal Development

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Book included

General	Dates	£ from		
NEW Excellence in Customer Care	22 May 12 Oct	£150	ECC	Explore what is meant by excellent customer care and provide strategies for managing complaints and difficult situations with customers and service users. For those who provide a service and deal with 'difficult customers'.
Interpersonal & Communication Skills				
Becoming an Assertive Professional	12 Jun 13 Nov	£190	BAP	This course provides the necessary tools to enhance assertiveness skills, confidence and improve communication. Practice assertiveness techniques relevant to your own work situation.
BEST VALUE Communicating to Influence	12 Mar 13 Jun 19 Sep	£195	INF	Explore 'what makes people tick' and identify techniques for influencing others positively. Practise the 'best approach' to appeal to others' styles and ways to give a clear and effective message.
Dealing with Difficult Behaviour	17 Oct	£200	DDB	For anyone who manages people and wants to learn how to deal with conflict and 'difficult behaviour'. Understand what we mean by 'difficult behaviour' and develop effective ways of handling it with greater confidence.
Negotiation Skills	22 May	£180	NGK	This day will provide a structured approach to negotiations, so you can conduct them with confidence and achieve better 'all win' outcomes based on exploring interests and needs of both parties.
Selling from the Heart	11 Jun	£165	SFH	For those who are not 'salespeople' but whose job is to promote their organisation. Selling will become an activity to feel really good about, with tips to create confidence and commitment for building longer relationships.
Effective Networking Skills	24 Apr 13 Nov	£180	ENS	For anyone who needs to improve their networking ability to be effective in their work. Explore the benefits of being an effective networker and practise skills for maximising networking with those in your sector.
Facilitation Skills	26 Sep	£185	FAS	For those currently facilitating meetings and who are new to this area, an introduction to the basic theory of facilitation. Put the theory into practice, learn effective techniques and test them with the group.
Advanced Facilitation Skills	02-03 Oct	£330	AFS	Expand your repertoire of facilitation techniques, try out new methods and apply them to future training or facilitation practice. An excellent opportunity to learn some advanced techniques and processes.
Emotional Intelligence – Advancing your interpersonal skills	19 Jun 03 Dec	£200	EMI	Deepen your understanding of how you relate to yourself and others so you develop more effective working relationships. Understand the importance of dealing with emotions and your unhelpful habitual responses.
Meetings				
BEST VALUE Minute Taking Skills	24 May 29 Nov	£190	MTS	For anyone who has to take minutes at formal or informal meetings. It will provide the necessary skills to take accurate and relevant notes and translate them into professional minutes with ease and confidence.
The Skills of Chairing Meetings	20 Nov	£190	SCM	For those new to chairing or those who want to improve their skills. Explores best practice for chairing meetings and gives tips on how to deal with difficult behaviour and achieve positive outcomes.
Presentations				
Speak with Impact-In Depth Presentation Skills	07-08 Mar 21-22 Nov	£330	SWI	For those who have some experience of presentations and want to take their skills to a higher level. Practise with an expert and learn how to impact your audience, handle questions and speak with conviction.
BEST VALUE Essential Presentation Skills	22 Jun 06 Nov	£190	EPS	For those with little experience of presenting to an audience. Provides the essential tips to succeed, a proven process for preparation and delivery, and the chance to practise and receive feedback.
Self Management				
Confidence at Work – The Key to Being the Best You Can Be	14 Nov	£195	CAW	For those who want to develop their self-esteem and deliver the best results they can. Overcome the barriers that prevent you achieving your goals by developing your self-belief and confident communication skills.
NEW All About You – Developing you and your career	23 Apr 18 Sep	£145	AAY	For those who want to develop or take a next step in their career. Provides an opportunity for guidance and reflection to gain direction in personal and career development. Create your own action plan with set goals.
BEST VALUE Improving Your Time Management	23 May 14 Aug	£190	ITM	Managing the pressure of multiple tasks and deadlines is tough. If you feel constantly behind or disorganised, then this course will help you deal with procrastination and time stealers and give you tools to get on top.
Writing Skills				
NEW Report Writing Made Easy	07 Jun 04 Oct	£190	ERW	Write clear, concise, and useful reports - an essential skill for successful reporting at work. You will cover the key stages of planning, writing and editing and gain confidence and strength in your writing ability.
NEW Grammar Made Easy	29 Mar 20 Nov	£145	GME	Gain the confidence to use language correctly in any kind of document, presentation or speech. Avoid the common pitfalls and take away the confusion of grammatical errors. Answers all your questions on everyday grammar.

Sector, Policy and Campaigns

You can go straight to the courses you are interested in to find out more or to book:

www.dsc.org.uk/insert web code

Causes & Campaigns

Influencing Policy Makers	13 Apr 25 Sep	£190	IPM	Do you influence and develop relationships with policymakers? Develop strategies and skills to engage with different types of organisational culture and build effective networks to promote your ideas and campaigns.
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Tens of Thousands

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Some of our recent customers include:

Whitechapel Gallery

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Age UK

The Fostering Network

Quakers

Tate St Ives

Slough CVS

UCLU Volunteering Services Unit

DSC In-house Training

What you want, where you want it, when you want it

- 4+ delegates requiring the same training? It's more cost effective for us to come and deliver a tailor-made course just for you
- All courses in this guide, as well as many other topics, can be delivered on your premises
- All trainers are experts in their field and have experience working in the voluntary sector
- DSC can also provide facilitation for away days, strategic reviews and planning, coaching, mentoring and consultancy support on a range of topics

*'A great value course that will
continue to deliver value for
months and years to come'*

Chris Butler Stroud, Chief Executive, WDCCS

To discuss your individual and
organisational needs:

**Tel: 0207 391 4849 or
email: inhouse@dsc.org.uk**

Directory of Social Change, 24 Stephenson Way, London NW1 2DP

Tel: 08450 77 77 07 (local rate); Fax: 020 7391 4804/4808

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MIX
Paper from
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