

# GROW

Getting Ready for Opportunities and Work

citizens  
advice

## GROW

Getting Ready for Opportunities and Work



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*Citizens Advice Halton (the operating name of Halton Citizens Advice Bureau). Registered office: Unit 3 Victoria Building, Lugsdale Road, Widnes, Cheshire, WA8 6DJ. Company limited by guarantee registered number 5346702, England Charity registration number 1118300*

## GROW training for volunteers

For people who are 18+, living in Halton, not in work, education or training



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**GROW** is a range of 1-2-1 support, workshops, and online learning from Citizens Advice Halton to help people grow their confidence, skills, readiness for new opportunities like jobs, managing money, and more.

**GROW** is for people who are:

- 18+
- Living in Halton
- Not in work, education or training

The **GROW** support is a grouping of European funded projects that focus on work readiness related support, and includes:

- Directions Project
- New Horizons Project
- Building Better Opportunities Project

For more information on the **GROW** support, or the **GROW** workshops for partner volunteers visit:

[www.haltoncab.org.uk/grow-volunteers-workshops](http://www.haltoncab.org.uk/grow-volunteers-workshops)

## **GROW** training for volunteers

**GROW** are offering support and training to volunteers in Halton partner organisations to help them grow their confidence, skills and more:

- Online short workshops on things like confidence, and resilience.
- E-learning on Equality, Diversity & Inclusion, and Health & Safety.
- 1-2-1 Keyworker support on finding and getting into new opportunities like jobs, education and training.

Volunteers from Halton partner organisations who want to access the workshops, e-learning, and 1-2-1 Keyworker support need to be eligible for **GROW** support, and sign up by completing a registration form and providing evidence of their right to live and work in the UK. To find out more email:

[grow@cahalton.org.uk](mailto:grow@cahalton.org.uk)



# **GROW your confidence** - how to develop self-confidence and keep on building it

**Thursday 24th June 2021, 10.30 to 12.30, on Zoom**

Having a healthy level of self-confidence is important at most times in our lives – but at the moment, faced with the stresses of a global pandemic, or if you haven't been able to volunteer for a while, it's more important than ever to focus on your self-confidence.

## **By the end of the session, learners will:**

- Understand what self-confidence is and why it's so important when you're volunteering, or looking for learning and work opportunities.
- Explore a range of tips and techniques for increasing self-confidence and design a personal action plan for building self-confidence further.

To book on this session see the Eventbrite page at:

<https://www.eventbrite.co.uk/e/grow-your-confidence-how-to-develop-self-confidence-keep-on-building-it-tickets-155762408557>



# **GROW your resilience** - how to grow your ability to bounce back after facing hardships

**Thursday 8th July 2021, 10.30 to 12.30, on Zoom**

Being resilient is something we're all told we need to be nowadays. But what is resilience, and how do you get it? We all face challenges sometimes, or make mistakes, but having resilience helps us to face our challenges, or pick ourselves up and carry on.

## **By the end of the session, learners will:**

- Understand what resilience is and why it matters in the workplace.
- Identify ways of recognising and coping with pressure and stress at work.

To book on this session see the Eventbrite page at:

<https://www.eventbrite.co.uk/e/grow-your-resilience-how-to-bounce-back-after-facing-hardships-tickets-155763052483>





## **GROW your customer service skills** - unpicking what makes great customer service

**Tuesday 13th July 2021, 10.30 to 12.30, on Zoom**

As a volunteer you're chatty, and you've got good people skills - isn't that enough?

Well, maybe not - for voluntary organisations people are at the heart of what we do, and we want them to have a good experience of our services, and our organisation. That all takes some kind of customer service.

In voluntary organisations we may not always call them customers, but knowing how to clearly communicate with people, listen to people, and be patient with people, are an important part of most volunteering roles.

**By the end of the session, learners will:**

- Identify the key features of good customer service and the skills needed to provide it.
- Self-assess current customer service skills and design an action plan for further development.

To book on this session see the Eventbrite page at:

<https://www.eventbrite.co.uk/e/grow-your-customer-service-skills-unpicking-great-customer-service-tickets-155763846859>



## **GROW your confidentiality** - how confidentiality works in practice

**Thursday 15th July 2021, 10.30 to 12.30, on Zoom**

Confidentiality is often one of the most important parts of delivering services, but theory and real life don't always match up.

What is a breach of confidentiality and how do you know when there's been one? This interactive session will explore some common scenarios where you may not think confidentiality is an issue.

**By the end of the session, learners will:**

- Understand what confidentiality is and its importance in the workplace.
- Understand how to meet workplace and legal requirements in the collection, use, storage and sharing of digital and non-digital information.

To book on this session see the Eventbrite page at:

<https://www.eventbrite.co.uk/e/grow-your-confidentiality-how-confidentiality-works-in-practice-tickets-155764713451>

# E-learning for volunteers

As part of the **GROW** support for partner volunteers, we're offering **FREE** access to quality e-learning in two key areas - **Equality, Diversity and Inclusion**, and **Health and Safety**.

These courses are ideal for any volunteers, but especially those who are currently job searching, as these certificated courses can form an important and up-to-date addition to their CVs and job applications.

## E-learning from iHasco - Equality, Diversity and Inclusion (EDI)

Equality, Diversity and Inclusion are important to start to build a diverse and inclusive culture, and promote increasing understanding of workers on what equality, diversity and inclusion means in practice in our interactions with co-workers, customers, partners, suppliers and others.

Created in collaboration with EDI experts, this course is an essential introduction to key themes around equality, diversity and inclusion. Engagingly delivered through short videos, this course introduces the protected characteristics, discrimination, victimisation, and unfair treatment within a professional environment.

Learners complete a short test at the end of the course, and once they've passed receive a certificate.

**This course is CPD Accredited.**

This course will help you to:

- Understand the Equality Act 2010 and learn about protected characteristics
- Understand the types of discrimination, including direct, indirect, harassment and victimisation
- Know how to treat others with respect and offer everyone fair access to opportunities



# E-learning from iHasco - Health and Safety

With over 30 million working days each year lost to work-related illness and workplace injury, health and safety is relevant to everyone. This informative and easy to follow course, delivered through short videos, covers the main health and safety areas that all workers need to know, and satisfies the legal requirement for Health and Safety training.

Learners complete a short test at the end of the course, and once they've passed receive a certificate.

**This course is IOSH Approved and CPD Accredited.**

This basic Health and Safety Training programme will help you to:

- Gain a better understanding of everyone's health and safety responsibilities
- Be able to identify the different types of safety signs and what they mean
- Gain a better understanding of the types of risks and hazards in a workplace and learn how you can prevent accidents and injuries

**Places are limited for these FREE e-learning courses.**

If you are interested in doing either of the e-learning courses please email:

[grow@cahalton.org.uk](mailto:grow@cahalton.org.uk)

