

2019



# Training Programme



All in at GHN  
Unit 16a Adelphi Centre  
12 Commercial Road  
Glasgow G5 0PQ

Tel: 0141 420 7272  
Fax: 0141 429 0508  
E-mail: [allin@ghn.org.uk](mailto:allin@ghn.org.uk)  
[www.ghn.org.uk/allin](http://www.ghn.org.uk/allin)

All In is a social enterprise based in Scotland.

# Hello

We're a social enterprise with a mission to help those working with under-represented voices to deliver support that is built on engagement, participation, and compassion.

Our practical and interactive training is informed by decades of practice and insight and is presented by people who have learned through experience what works and what does not.

We apply this expertise to training delivered in a safe, inclusive and enjoyable learning environment.

To find out how we can help you to meet your current training requirements call 0141 420 7272, email [allin@ghn.org.uk](mailto:allin@ghn.org.uk) or book online at [www.ghn.org.uk/allin](http://www.ghn.org.uk/allin)

Course	Where & when
<b>To Dance with Grace</b> Assertive Outreach and Homelessness	Glasgow Thursday 4 July 2019
<b>Peer Approaches</b> Principles, Benefits, and Impact	Glasgow Thursday 18 July 2019
<b>Touching the Void</b> An Introduction to Trauma Informed Care	Glasgow Thursday 8 August 2019
<b>Tools, Tips and Techniques</b> for Effective Participation	Glasgow Thursday 15 August 2019
<b>Pizazz</b> Assessing the Impact of PIE	Glasgow Wednesday 4 September 2019
	Edinburgh Wednesday 2 October 2019
<b>PIE 2.0</b> Understanding Psychologically Informed Environments	Glasgow Tuesday 15 October 2019
<b>Engaging Seldom Heard Voices</b>	Glasgow Thursday 7 November 2019

**NEW COURSE  
for 2019**

## **To Dance with Grace**

### Assertive Outreach and Homelessness

Outreach and engagement strategies are critical in helping people experiencing homelessness to transition from the streets into housing and services. Good, effective outreach and engagement is built on strong values, principles, and unique worker stances amidst difficult circumstances – a dance with grace.

Outreach workers take one step toward a potential client, not knowing what their response will be—will the client join in or walk away? Do they like to lead or follow? Every outreach worker has a different style and is better at some steps than others. To dance with grace, when the stakes are high, is the challenge for all of us. This interactive session is for any practitioner or manager looking to develop their outreach and engagement, and will explore:

- how to develop trusting relationships built on strengths and aspirations
- the values and principles of good outreach and advocacy
- practical tools and tips for engaging people
- the benefits of and approaches to developing strong networks
- the power of peer support.

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**When**     **Thursday 4 July 2019 | 10am - 2.30pm**

Adelphi Centre, 12 Commercial Road, GLASGOW G5 0PQ

**Cost**     GHN Members: £145 + VAT | Non-members: £195 + VAT

*Lunch will be provided*

# Peer Approaches

## Principles, Benefits, and Impact

This interactive session explores the principles and benefits of developing Peer Approaches within services and projects, and looks at the tools and techniques available to develop, apply, and evaluate them.

You will learn:

- the strategic benefits of Peer Approaches and the underlying principles
- practical implications for services, staff and volunteers
- the role of relationships, boundaries, and power dynamics
- how to remove barriers and create empowering environments
- a range of tools to integrate Peer Approaches into services and projects
- how to measure the impact and success of Peer Approaches within your service and/or project and use this for continuous improvement.

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**When**      **Thursday 18 July 2019 | 10am - 2.30pm**

Adelphi Centre, 12 Commercial Road, GLASGOW G5 0PQ

**Cost**      GHN Members: £145 + VAT | Non-members: £195 + VAT

*Lunch will be provided*

# Touching the Void

## An Introduction to Trauma Informed Care

Complementary to psychologically informed environments, Trauma-Informed Care is a service delivery approach for people who have complex needs and may be vulnerable.

Trauma-Informed Care is intended to develop understanding and to shift the focus of service delivery towards improving the psychological and emotional well-being of people accessing and working with your service or project.

This training will support attendees to:

- gain an understanding of trauma and its impact
- understand how to recognise trauma in an individual
- develop a toolkit to work with survivors of trauma
- understand why and how to create safe spaces
- adopt a strengths-based approach to support clients.

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**When**     **Thursday 8 August 2019 | 10am-2.30pm**

Adelphi Centre, 12 Commercial Road, GLASGOW G5 0PQ

**Cost**     GHN Members: £145 + VAT | Non-members: £195 + VAT

*Lunch will be provided*

# Tools, Tips and Techniques

## for Effective Participation

This session will look at the wide range of tools and techniques available to improve involvement and participation in services and projects and will provide participants with applied methods to build active participation into your work.

Participants will:

- understand the different types of participation and their benefits
- develop a range of practical tools for effective participation and co-production
- gain a practical understanding of best practice indicators
- learn the principles behind good, meaningful participation
- understand the barriers to involvement and the importance of developing appropriate and realistic action plans
- explore how to create empowering environments for participation
- identify service user involvement gaps in your services.

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**When**      **Thursday 15 August 2019 | 10am - 2.30pm**

Adelphi Centre, 12 Commercial Road, GLASGOW G5 0PQ

**Cost**      GHN Members: £145 + VAT | Non-members: £195 + VAT

*Lunch will be provided*

# Pizazz

## Assessing the Impact of PIE

As more and more services and organisations take a psychologically informed approach to delivery, it is increasingly useful to have a consistent and straightforward assessment tool to enable organisations to understand how PIE is working, and how to improve it further. Pizazz has been developed for this purpose, as a distance-travelled model incorporating input from staff, volunteers, and people using and accessing services.

Pizazz also goes beyond a simple assessment and asks useful questions about what helps and hinders development and what services can do to build on strengths and tackle problems. It then becomes a change management tool, and not just a static, one-off assessment. This training session will help attendees understand:

- what Pizazz is and what is it not
- how to introduce and use Pizazz to self-assess your PIE 2.0 approach
- the practical and resource requirements
- where Pizazz fits depending on your environment
- how Pizazz can inform and influence change in your service.

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**When**            **Wednesday 4 September 2019 | 10am - 2.30pm**

Adelphi Centre, 12 Commercial Road, GLASGOW G5 0PQ

or

**Wednesday 2 October 2019 | 10am - 2.30pm**

Norton Park, 57 Albion Rd, EDINBURGH EH7 5QY

**Cost**            GHN Members: £145 + VAT | Non-members: £195 + VAT

*Lunch will be provided*

## PIE 2.0

### Understanding Psychologically Informed Environments

Following discussion and feedback from services, a new overall framework for understanding and creating Psychologically Informed Environments (PIEs) has emerged: PIE 2.0. This aims to clarify ambiguities in the earlier models and provides a useful link to the new self-assessment tool: Pizazz.

This course is for all managers and practitioners looking to develop and refine a PIE approach within their services. By bringing together the theory, tools, and outcomes this briefing will help your team to understand:

- the context, principles, and benefits of PIE
- the crucial role of staff and volunteers, and how to support them
- how to identify and remove barriers
- the benefits of measuring the impact and success of PIE 2.0 in your service.

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**When**     **Tuesday 15 October 2019 | 10am - 2.30pm**

Adelphi Centre, 12 Commercial Road, GLASGOW G5 0PQ

**Cost**     GHN Members: £145 + VAT | Non-members: £195 + VAT

*Lunch will be provided*



# Engaging Seldom Heard Voices

Seldom heard voices are individuals and communities who don't have a common, collective voice and are typically under-represented in consultation and the development of services.

This introductory course is for both front line practitioners and those in strategic roles. Participants will learn:

- practical tools for engaging seldom heard voices
- common barriers to engagement and how to avoid them
- how to create a safe and friendly environment for participation
- the importance of relationships and boundaries in engagement.

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**When**     **Thursday 7 November 2019 | 10am - 2.30pm**

Adelphi Centre, 12 Commercial Road, GLASGOW G5 0PQ

**Cost**     GHN Members: £145 + VAT | Non-members: £195 + VAT  
*Lunch will be provided*



**@allinscotland**

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