

learning in regeneration skills pack

case study: two

About these case studies

Community Links (Blantyre/Hamilton) was one of several Scottish organisations that took part in the pilot of the Communities Scotland Learning in Regeneration skills pack. The case study gives organisations a chance to explain why they used the pack and what they thought of it. For more information, see page 2.

Community Links (Blantyre/Hamilton)

Who we are

Community Links (Blantyre/Hamilton) is the community engagement and consultation arm of the regeneration team Changing Places (Blantyre/Hamilton). Our organisation was established in 2002 and is limited by guarantee with charitable status. As well as consulting local people on improvements to the community, we train and support community representatives.

Why and how we used the pack

We took part in the pilot because we could see the potential benefits of reviewing how we develop our staff and volunteers and how we work together as a team. We had recently resolved some conflicts in the team through better communication, training and modifying our policies.

The pilot helped us review our progress and to identify the improvements we should make. We worked with the pack as a team – staff, volunteer community representative board members, Changing Places development officers, Council for Voluntary Services team members and volunteers. We also used it as part of induction sessions for new volunteers and staff.



About the Learning in Regeneration skills pack

The Learning in Regeneration skills pack was produced by the **Scottish Centre for Regeneration**, which is part of Communities Scotland, the Scottish Executive's housing and regeneration agency.

The skills pack is for all those involved in community regeneration – or who would like to get involved – to help them find out what skills they need, what skills they already have and how to make the most of them, understand more about learning, and help them help others develop their own skills.

For a copy of the skills pack and support for using it, ring **learndirect scotland** on 08456 000 111. For more general information about how the Scottish Centre for Regeneration is supporting skills development, ring 0141 419 1690 or email scr@communitiesscotland.gsi.gov.uk.

What we thought of the pack

The things we particularly liked were:

- It was easy to use, helped people to work at their own pace and to integrate what they learned into their daily work. People could 'drop in and out' of the modules, which enhanced both individual and group learning.
- It helped us reflect on our work as a group, and to identify and plan improvements without feeling under pressure – each person could fulfil their learning needs in a style which best suited them.
- We could relate the skills to different aspects of our work. As well as recognising our own abilities and achievements, we also looked at how we could develop in the future.
- It had a logical flow and simple guidelines to help us find our way through it. The booklets were short and easy to understand and provided topics for reflection and self-assessment.
- The pack also raised plenty of discussion topics, and we could work with it in a way that was enjoyable and relaxed, which helped our confidence as a team as well as individually.
- The 'facilitated' learning sessions – one-to-one and in small groups – provided a good basis for further reflection.
- Overall, we found the pack to be an excellent learning tool as well as providing guidance to help us improve how we work. We liked the wide range of topics. And it's helped us to handle change creatively – with less pain and more gain.



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The benefits

We benefited from using the pack in a number of ways:

- We learned a lot about ourselves, and a lot about our volunteers and staff. It has been a great confidence-booster to all who were involved. More importantly, it has improved working relationships, and it is now used regularly as part of the induction of new volunteers and staff.
- The pack made us re-evaluate the learning we have done over the past few years and helped identify what we have achieved and what we can improve on.
- It has helped us to recognise the importance of time-management and prioritising what we do.
- It has made us consider more innovative ways of dealing with conflict

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