

# LinkLiving Skills Academy



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# What is LinkLiving Skills Academy?



LinkLiving is a trauma-informed Scottish health and wellbeing charity that supports people of all ages to overcome the negative impacts of trauma, mental health, inequality, and isolation.

Our Skills Academy is an accredited SQA training centre that combines in-depth knowledge and experience of our sector to offer a variety of learning opportunities that will help individuals develop the skills, knowledge and experience needed to succeed in their roles.

Supported by relevant research and further inspired by lived experience, our courses provide an insightful and practical approach into different topics relevant to the workplace.

Our trainers use a variety of content, discussion and activities to ensure our sessions are engaging and interactive.

A review of the last 200 evaluations showed that 100% of participants agreed or strongly agreed that the trainer was knowledgeable about the topics covered.

# What does LinkLiving Skills Academy offer?



We offer a variety of training, workshops and bespoke sessions, delivered either face-to-face or online.

## Workshops

- Boundaries and Ending Relationships
- Conflict Resolution
- Fostering Resourcefulness and Resilience Training
- Managing Expectations and Reducing Barriers
- Mindset and Perception
- Promoting a Safe Service
- Safeguarding
- Self-Help Coping Strategies
- Stress Management

All of our training can be tailored to meet your specific needs and intended outcomes. Please get in touch to find out more.

## Trauma Training

- Trauma Informed Practice (Level 1)
- Trauma Skilled Practice (Level 2, Frontline Staff)
- Trauma Skilled Practice (Level 2, Leaders and Managers)

## SQA Accredited Courses

- Aspiring Leaders (SCQF Level 6)
- Leading with Influence (SCQF Level 7)
- Inspiring Leaders (SCQF Level 8)
- Approaches to Trauma Informed Practice (SCQF Level 7)

# Workshops



The following workshops are typically delivered as half day sessions, but can be adapted to suit the needs of your team.

## Boundaries and Ending Relationships

Explores the ways in which professional boundaries can improve service delivery as well as considering the factors involved in ending a client relationship. This workshop is aimed at frontline staff who would like to further understand the importance of professional boundaries, and how to use them to develop healthy working relationships and endings.

## Conflict Resolution

Focuses on understanding why conflict arises, and developing useful strategies for resolution. This workshop will help participants to understand an individual's response to conflict, consider useful ways to resolve and repair relationships, as well as appreciating the potential benefits of positively working through conflict.

“ I learned so much on my courses through LinkLiving. Not only the practical skills I can utilise in my current role, but a whole range of vocabulary that I now use in my daily life. The training from LinkLiving has been the most insightful and meaningful I have ever been on. ”

Temporary Accommodations Management Officer, Fife Council

## **Fostering Resourcefulness and Resilience**

Provides a holistic view of resourcefulness, exploring the individual and social dimensions of wellbeing and resilience. This workshop considers how we can adapt and positively transform in the face of adversity. Designed to be practical and relevant to real life and aimed at individuals, teams or organisations who would like to enhance their personal and workplace resilience.

*This workshop is typically delivered over one day but can be adapted to suit the needs of your team.*

## **Managing Expectations and Reducing Barriers**

Acknowledges the importance of setting clear expectations and boundaries whilst meeting individual support needs. This workshop helps participants to navigate this often tricky area of practice by exploring the issues that can create unintended misunderstandings and difficulties. We consider the barriers people face and learn strategies for building mutually beneficial relationships where people can work together effectively.

## **Mindset and Perception**

Enhances participants' knowledge of mindset and perception and how it can affect our daily interactions and choices. This workshop demonstrates how mindset influences our thinking, behaviour process, and how it can be shaped through different interventions.

## **Promoting a Safe Service**

Providing a safe service for the people you support is vital. This workshop is aimed at frontline staff working in health and social care who would like to gain an understanding of best practice in providing a safe service. We will look at the key requirements of support planning, why it is important, and develop an awareness and understanding of safeguarding processes and procedures.

*This workshop is typically delivered over one day but can be adapted to suit the needs of your team.*

## **Safeguarding**

This workshop will provide participants with an understanding of the concept of safeguarding, consider how to recognise harm and what action to take if there is a concern. This 2.5 hour course is perfect for anyone who would like to gain an understanding of, or a refresher on the 4R's of safeguarding - Recognise, Respond, Refer, Record.

## **Self-Help Coping Strategies**

Learning a range of coping strategies that could help support an individual's positive mental health & wellbeing. This workshop is practical and considers aspects of relationship building, how to plan and implement coping strategies and techniques to tackle negative thinking patterns.

## **Stress Management**

Explores the characteristics of stress, and how it may present along with various coping strategies. The workshop is relevant to anyone who would like to better understand and reduce levels of personal and work-related stress, or to gain understanding and techniques that they could share with the individuals they work with.

# Trauma Training



In line with the Scottish Government's vision for a trauma-informed workforce, we invite participants to explore how to realise, recognise and respond to individuals who may be affected by trauma, whilst resisting re-traumatisation.

Our approach encourages participants to apply the trauma-informed principles to their roles and organisations.

We firmly believe in the statement within the NHS Education for Scotland (NES) Framework that '*Trauma is everyone's business*'.

We deliver our courses to a wide range of organisations and our training has been developed in line with the NES 'Transforming Psychological Trauma Framework, 2017'.

*“As a nation, we are becoming increasingly aware that experiencing the impact of trauma is more common than previously understood. As a workforce, we must respond by upskilling staff with the relevant knowledge and skills in relation to trauma. To ensure we provide the best possible support we have developed a range of trauma-informed training and invested in ensuring all of our colleagues are trauma informed.”*

CEO, LinkLiving

In addition to the courses below, we offer the Professional Development Award in Approaches to Trauma Informed Practice (SCQF Level 7). Please see page 10 for further information about this qualification.



## Trauma Informed Practice Workshop (Level 1)

This training is delivered over one half-day session.

Informed by people with lived experience and will benefit anyone in the workforce to gain an understanding of trauma and consider how to respond in a trauma-informed way.

## Trauma Skilled Practice Training (Level 2)

This training can be delivered over two day face-to-face or three half-day online sessions.

### Course for Frontline Staff

Designed for frontline workers to develop their awareness and knowledge of the impact of trauma on individuals and society. Participants will consider how to respond using a trauma-informed approach, utilising their expertise and skills to support individuals.

### Course for Leaders and Managers

This course looks at ways to support staff to take a trauma-informed approach and considers ways to create a trauma-informed culture within their teams and organisations.

“ The training sessions have really increased my awareness and I see a real benefit in rolling this out to my teams to support a change in the service we deliver to customers ”

“ There was lots of ideas and exercises for practical application which I appreciated ”

“ I thought I knew trauma, but now I have a better understanding of what it actually means ”

# SQA Accredited Courses



## Aspiring Leaders (SCQF Level 6)

Our Aspiring Leaders course is a Professional Development Award which is an introduction to leadership and management for those who are new to, or aspiring to, a leadership role.

The course covers:

- Leadership styles
- Leadership skills
- Motivation
- Creating culture
- Dealing with difficult situations
- Peer review

Aspiring Leaders is a SCQF Level 6 qualification and is jointly certified from SQA and the Chartered Management Institute (CMI). This course is delivered through six face-to-face sessions with self-directed work in between. Participants will take part in a wide variety of activities and group discussions, with 1-2-1 support available throughout.

“ The Aspiring Leaders course has provided me with a great insight into leadership and management, covering all the big topics and adding valuable skills to my toolbox. The course is well delivered and divided into bitesize topics which has made it easy to study alongside working. I feel I will be a better manager having done this course. ”

Asset Management Administrator, C-urb

## Inspiring Leaders (SCQF Level 8)

Our Inspiring Leaders course is a Professional Development Award designed to build and achieve competence in leadership and the development of operational plans. It is aimed at those who have experience in a leadership/management role and who are seeking fresh inspiration and thinking for their continued professional development.

The course covers:

- Leadership in a modern organisation
- Interpersonal leadership skills
- Plan for change
- Implementing change
- Trauma-informed conflict resolution
- Peer review – reflection and moving forward

Inspiring Leaders is a SCQF Level 8 qualification and is jointly certified from SQA and the Chartered Management Institute (CMI). This course is delivered through six face-to-face sessions with self-directed work in between. Participants will take part in a wide variety of activities and group discussions, with 1-2-1 support available throughout.



## **Approaches to Trauma Informed Practice (SCQF Level 7)**

Our Approaches to Trauma Informed Practice course is a Professional Development Award designed to help candidates gain knowledge and understanding of trauma, the causes and the impact of trauma on the individual. Delivered by our experienced trainers, candidates will consider the importance of being an informed practitioner in supporting individuals who may be affected by trauma and explore both therapeutic and organisational approaches to trauma.

The course covers:

- What is Trauma
- Childhood Trauma
- Therapeutic Approaches to Trauma
- Organisational Approaches to Trauma

Over eight face-to-face sessions, candidates will be assessed via self-directed work and assessments delivered within the course sessions. Ongoing support is available throughout the course.

**COMING SOON**

## **Leading with Influence (SCQF Level 7)**

Our Leading with Influence course is a Professional Development Award for first-line management roles to develop competence and knowledge in leadership and practice. The programme will support managers to set and realise their vision in line with organisational objectives and to bring their team on the journey with them.

# Venue



## Venue

LinkLiving Skills Academy delivers training across Scotland both online and face-to-face. We are able to offer courses at our training venues located in Edinburgh, Fife, and Falkirk. All our venues are modern and easily accessible and suitable for all your training needs.

We are also able to deliver training at your premises should this be your preference.

## Delivery Method

All of our Trauma Training and Workshop offerings can be adapted to online delivery.

“

*I was initially unsure how well the virtual training would work but I thought the sessions have been well organised, and I have felt able to share as I think others have, which doesn't always happen on the virtual meetings in my recent experience. For this I'd commend the trainers.*

”

Manager, Bethany Christian Trust

# Costs



Costs are dependent on a variety of factors - such as the number of participants, location, venue, catering options, etc. The costs below are indicative of our typical pricing.

## Workshops

We can host up to 15 participants per workshop, which vary in duration from 2.5 - 4 hours.

Workshop	Cost
Boundaries and Ending Relationships	£500 per workshop
Conflict Resolution	£450 per workshop
Fostering Resourcefulness*	£900 per workshop
Managing Expectations and Reducing Barriers	£450 per workshop
Mindset and Perception	£450 per workshop
Promoting a Safe Service*	£900 per workshop
Safeguarding	£400 per workshop
Stress Management	£450 per workshop

\*This course is offered as a full day face-to-face course from 10am-4.30pm, or two online sessions from 9.30am-12.30pm.

# Trauma Training

Course	Cost
Trauma Informed Practice	£475 per workshop for a maximum of 15 people
Trauma Skills Practice for Frontline Staff	£180 per person
Trauma Skilled Practice for Leaders and Managers	£180 per person

In addition to the courses above, we offer the Professional Development Award in Approaches to Trauma Informed Practice (SCQF Level 7). Please see below for costings.

## SQA Accredited Courses

Course	Cost
Aspiring Leaders (SCQF Level 6)	£650 per person
Leading with Influence (SCQF Level 7)	£650 per person
Inspiring Leaders (SCQF Level 8)	£650 per person
Approaches to Trauma Informed Practice (SCQF Level 7)	£950 per person

# Want to find out more?

## Contact us:

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