

# Introduction

**Are you looking for ways to update your skills?**

**Do you have a question in your current role that you would like to talk over with someone that's been there before?**

**Would you like to get the best out of your staff or develop organisations that you support by using a coaching approach?**

**If you belong to a voluntary or community group or if you work in the voluntary and community sector in Greater Manchester then iLearn could be the answer.**

iLearn offers members of voluntary and community sector organisations in Greater Manchester access to learning by a variety of means, tailored to suit their learning needs. These learning opportunities include informal, innovative arrangements such as:

- **Action learning sets;**
- **Work shadowing and**
- **Coaching and mentoring**

In addition, iLearn will provide a more formal coaching course, accredited through ILM (Institute of Leadership and Management), which will teach you how to develop other people in your organisation or organisations you support through a coaching approach.

By providing informal learning opportunities, iLearn will enable individuals to update their skills and keep up to date with their areas of work. Organisations will be able to deliver more effective services through a skilled, trained and motivated workforce. iLearn is free to both the individual and the organisation, and works by matching people wishing to develop their skills with people or organisations willing to help them.

Paid workers or volunteers from all voluntary and community sector organisations across Greater Manchester are welcome, and encouraged, to take part in the project and benefit from the opportunities it offers.

In times of restricted budgets it makes perfect sense: iLearn helps get the most out of existing resources and will help organisations and individuals to maximise their potential.

# Coaching and mentoring

**Coaching and mentoring deliver learning through a one to one relationship. Although similar in nature however, the two roles and relationships are quite different.**

**Coaching** focuses on particular areas of skills development for an individual through a structured series of interventions (meetings) with the 'coach'. You would agree specific goals to attain through the coaching relationship, and a specific time frame in which the coaching will take place.

An example of coaching could be a new information worker looking to develop their skills. They might need to update themselves in newsletter production or website development for example. Their coach would have expertise in these areas and through a series of planned discussions would enable the coachee to develop these skills.

**Mentoring** is more of an ongoing one-to-one development relationship. Typically mentoring involves an older or more experienced practitioner guiding a younger or newer person over a longer period of time. The mentor / mentee relationship is more about development of the person rather than gaining or improving specific skills. Mentoring is about enabling the mentee to achieve their longer term aspirations.

An example of mentoring could be a first line manager thinking about their next career move. The mentor would offer advice and guidance regarding the best ways for that person to achieve their goal. It could involve introductions to networks and contacts that would help the mentee; pointing them towards specific experience to fill gaps in their CV etc.

iLearn will recruit people from the sector who are able and willing to give up some of their time to act as a coach or mentor, and will match them to people within the sector that wish to use this type of experience. Prospective mentors / coaches can also take advantage of a free accredited coaching course, to develop their skills in this area.

## Coaching course

iLearn offers an ILM accredited level 3 award in coaching for those people where this is a key part of their work. This is for people with roles involved in developing the skills of staff in their own organisations, plus workers from support / infrastructure organisations where coaching could be one approach to developing skills in the groups they support. Coaching represents the perfect mechanism for doing this, and this course aims to equip them with the knowledge, skills and confidence to do this effectively.

This course, worth over £400 per delegate, is FREE through iLearn. Two blocks of ten Wednesdays are being offered, the first beginning on 21st April and the second on 8th September. Register now for your opportunity to take this nationally recognised course.

## Work shadowing

With work shadowing a learner 'shadows' or follows someone in their work role for a period of time, for the purpose of enhancing their own performance and that of the person they shadow. The length of the arrangement can vary – a single day or a handful of days over a longer period are typical.

If you are new to a role within your organisation, perhaps taking on an additional role such as finance, shadowing would enable you to look at how the role was done in another organisation and so equip you with ideas to take back and implement in your workplace or organisation.

iLearn will match people wishing to shadow someone with organisations that are able to offer time and expertise to that person.

# Are you looking for support?

I would like to take advantage of the scheme in the following ways

Please tick the relevant box

- Being coached or mentored
- Being part of an action learning set
- Shadowing another organisation
- Undertaking the coaching course

## Contact details

Name \_\_\_\_\_

Organisation \_\_\_\_\_

Role \_\_\_\_\_

Address \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

Phone \_\_\_\_\_

email \_\_\_\_\_

# Can you offer support?

I am interested in offering support in the following way

**please tick the relevant box**

Coaching / mentoring

Action learning

Work shadowing

Coaching course

## Contact details

Name

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Organisation

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Role

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Address

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Phone

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email

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 **To register your interest in any aspect of iLearn,  
please complete and return this form to:**

Stuart Vaughan, Tameside 3rd Sector Coalition, St Michael's Court,  
St Michael's Square, Stamford Street, Ashton-under-Lyne, OL6 6XN

## Action learning

**A small number of people (typically 6-8 people) form a group, known as an action learning set. Learners work as part of this small group of peers addressing their real life work problems, developing solutions and taking action. By using the knowledge and skills of a small group of people combined with skilled questioning, participants are able to get different perspectives and new ideas. This learning should then influence future action and improve performance.**

The group would meet regularly (typically monthly or every couple of months, usually for 1-2 hours), ideally with the same members. This builds trust and understanding.

A typical action learning session would involve one member of the group presenting an issue that they have in their working role (10 -15 minutes); the rest of the group then ask specific questions to 'drill down' and really understand the issue (10-15 minutes) before spending approximately 30 minutes in offering suggestions from their experience, and helping the person develop solutions. At the following action learning set the person presenting the problem would briefly report back (5-10 minutes) to the group on what action they have taken, and its impact. A two-hour action learning set would typically talk through two issues at each meeting.

iLearn will match people with similar experiences (and possibly from similar geographic locations) together in an action learning set, and will provide guidance and instruction on how to develop the set to the best advantage of all the participants.



# Contact details



- **For more information about any aspects of iLearn, please contact**

Stuart Vaughan at Tameside 3rd Sector Coalition (T3SC),  
0161 339 4985, [stuart.vaughan@t3sc.org](mailto:stuart.vaughan@t3sc.org)

- **To register for iLearn, complete the attached form and return it to:**

Stuart Vaughan  
iLearn  
Tameside 3rd Sector Coalition  
St. Michael's Court  
St. Michael's Square  
Stamford Street  
Ashton-under-Lyne  
OL6 6XN





# **An innovative and informal learning project**

**for the voluntary and community  
sector in Greater Manchester.**

