

# Working with People

<p><b>Learning Methods:</b></p> <ul style="list-style-type: none"> <li>• Finding, Appointing and Welcoming Volunteers Independent Learning</li> <li>• Keeping, Developing and Managing Volunteers Independent Learning</li> <li>• Safeguarding for Managers and Supporters Independent Learning</li> <li>• Dealing with Difficult Situations Independent Learning</li> <li>• Skills of Management Course</li> <li>• Achieving Growth Course</li> <li>• Meeting the Challenges Course</li> </ul> <p>More information on the learning methods can be found in the <a href="#"><u>Learning Opportunities for Leadership and Management Training</u></a>.</p>		<p><b>Topics covered:</b></p> <ul style="list-style-type: none"> <li>• Your preferred leadership style and how this impacts on how you work with others.</li> <li>• Adapting your leadership style as appropriate to different situations in Scouting.</li> <li>• Effective and appropriate communication techniques to meet the needs of the intended audience.</li> <li>• Building and maintaining collaborative relationships with other relevant organisations that can support local Scouting.</li> <li>• Effectively delegating tasks to someone for a successful outcome.</li> <li>• Succession planning.</li> <li>• Adult recruitment strategies and practice.</li> <li>• Dealing with conflict.</li> <li>• Safeguarding practices and procedures for your role.</li> </ul>	
<b>Check Your Knowledge</b>			
<b>Do I know...?</b> (Confidence rating: 1=Low to 5=High)	<b>Score</b>	<b>Do I know...?</b> (Confidence rating: 1=Low to 5=High)	<b>Score</b>
Why it is important to build relationships with external organisations?		How to recruit adults into new Scouting roles? (if relevant to your role)	
How to build a co-operative culture of working?		How to effectively delegate tasks? (if relevant to your role)	
My preferred style of leadership and how this impacts on others I work with?		How to develop adults' skills and knowledge? (if relevant to your role)	
How to minimise the likelihood of conflict, disputes and complaints and how to handle them should they occur?		My role in supporting others through the Adult Training Scheme? (if relevant to your role)	
The principles of active listening?		My role in relation to The Scouts safeguarding policy? (if relevant to your role)	
The benefits of an effective induction? (if relevant to your role)		How to conduct an effective review of an adult you line manage? (if relevant to your role)	
<b>Validation Criteria</b>			

## Adult's Personal File for Managers and Supporters

To validate this module, you will need to complete the following:	Evidence you could use may include one or more of the following:	Requires Revalidation	Relevant Role
Identify which useful individuals and organisations, external to Scouting, you should build and maintain relationships with and explain why this is important.	<ul style="list-style-type: none"> <li>• A discussion with your Training Adviser</li> <li>• List of individuals and organisations and how they will benefit Scouting</li> </ul>	✓	All
Outline the factors that contribute to building an effective team. If you lead a team give examples of when you have: <ul style="list-style-type: none"> <li>• Led by example to promote a co-operative culture of working</li> <li>• Supported the development of the team as a whole</li> <li>• Recognised different personality types and encouraged positive working relationships</li> </ul>	<ul style="list-style-type: none"> <li>• Discussion with your Training Adviser</li> <li>• Witness statement from your Line Manager</li> <li>• Written details of how you have developed your team</li> <li>• Written details of the personality types within your team and how you have developed positive working relationships</li> </ul>	✗	All
Outline your preferred style of leadership. Describe other styles of leadership and how you might use them in different situations in Scouting.	<ul style="list-style-type: none"> <li>• Discussion with your Training Adviser</li> <li>• Copy of a leadership styles questionnaire results</li> </ul>	✗	All
Outline the principles of active listening and give an example of where you have used active listening to improve a situation.	<ul style="list-style-type: none"> <li>• Discussion with your Training Adviser</li> <li>• Written details of where you have used active listening to improve a situation</li> </ul>	✗	All
Describe how you would reduce the likelihood of conflict happening and give an example, without breaking confidence, of a time where you have managed conflict, detailing what went well and what, if anything, you would do differently.	<ul style="list-style-type: none"> <li>• Discussion with your Training Adviser</li> <li>• Written details of a time where you managed conflict</li> <li>• Witness statement from others involved in a conflict situation that you managed</li> </ul>	✗	All
Give an example where you have acknowledged good work carried out in local Scouting and list the opportunities available to reward adults in Scouting.	<ul style="list-style-type: none"> <li>• Discussion with your Training Adviser</li> <li>• Photographs, video or written details from a time you acknowledged good service</li> </ul>	✗	All

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	<ul style="list-style-type: none"> <li>• Written details of the opportunities available to reward adults in Scouting</li> </ul>		
In addition, where relevant to your role, you will also need to complete the following:			
Describe how you would, or provide an example of how you have, recruited adults into new Scouting roles.	<ul style="list-style-type: none"> <li>• Discussion with your Training Adviser</li> <li>• Written details of the recruitment process you followed along with the outcome</li> </ul>	✓	<ul style="list-style-type: none"> <li>• Managers</li> <li>• Supporters if relevant</li> </ul>
Explain the Adult Training Scheme and your role in supporting those you manage through the scheme.	Discussion with your Training Adviser	✓	Managers
Provide an example of how you have delegated a task to someone; include what happened and what was the outcome.	<ul style="list-style-type: none"> <li>• Discussion with your Training Adviser</li> <li>• Written details of the task, what happened and what was the outcome</li> </ul>	✓	<ul style="list-style-type: none"> <li>• Managers</li> <li>• Supporters if relevant</li> </ul>
State the importance of succession planning and produce a succession plan for all roles you manage, including recruitment to any vacancies.	<ul style="list-style-type: none"> <li>• Discussion with your Training Adviser</li> <li>• Copy of your succession plan</li> <li>• Copy of your recruitment plan</li> </ul>	✓	Managers
Describe how you have helped an adult in Scouting develop. Include details on how you: <ul style="list-style-type: none"> <li>• Identified a development need or interest</li> <li>• Provided coaching, mentoring and support to encourage development</li> <li>• Identified and/or facilitated suitable opportunities to develop.</li> </ul>	<ul style="list-style-type: none"> <li>• Discussion with your Training Adviser</li> <li>• Written details of how you helped an adult in Scouting to develop</li> <li>• Witness statement from a volunteer in Scouting you have helped to develop</li> </ul>	✓	<ul style="list-style-type: none"> <li>• Managers</li> <li>• Supporters if relevant</li> </ul>
Explain how to run effective team meetings.	<ul style="list-style-type: none"> <li>• Discussion with your Training Adviser</li> <li>• Copy of agenda and minutes</li> <li>• Witness statement from someone at the meeting</li> </ul>	✓	<ul style="list-style-type: none"> <li>• Managers</li> <li>• Supporters if relevant</li> </ul>
Explain your role as a trustee and provide an example of how you participate fully in the local Executive Committee.	<ul style="list-style-type: none"> <li>• Discussion with your Training Adviser</li> <li>• Copy of minutes of meeting showing participation</li> </ul>	✓	Trustees

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<p>Describe The Scouts' dispute, suspension and complaints procedures in particular as it relates to your role.</p>	<ul style="list-style-type: none"> <li>• Discussion with your Training Adviser</li> <li>• Written details of your role and responsibility in relation to disputes, suspensions and complaints</li> </ul>	<p>✓</p>	<ul style="list-style-type: none"> <li>• Managers</li> <li>• Supporters if relevant</li> </ul>
<p>Explain The Scouts' safeguarding procedures as related to your role. Include details of:</p> <ul style="list-style-type: none"> <li>• Your role</li> <li>• Confidentiality</li> <li>• Escalation procedures</li> <li>• Support to adults and young people involved and/or affected.</li> </ul>	<ul style="list-style-type: none"> <li>• Discussion with your Training Adviser</li> <li>• Written details of your role and responsibility in relation to safeguarding</li> </ul>	<p>✓</p>	<ul style="list-style-type: none"> <li>• Managers</li> <li>• Supporters if relevant</li> </ul>
<p>Provide an example of an effective review you have carried out and detail the reasons for the outcome decision. Describe situations where it would be appropriate to re-assign or retire people from roles.</p>	<ul style="list-style-type: none"> <li>• Discussion with your Training Adviser</li> <li>• Copy of the review documentation</li> <li>• Witness statement from the adult being reviewed</li> </ul>	<p>✓</p>	<p>Managers</p>
<p>Explain the benefits of the effective induction of adults, for both the individual and your team, and:</p> <ul style="list-style-type: none"> <li>• Outline how you have taken an adult through the process of induction or explain the process you would follow if necessary</li> <li>• Provide an example of a personalised role description that you have created.</li> </ul>	<ul style="list-style-type: none"> <li>• Discussion with your Training Adviser</li> <li>• Copy of the induction pack you have developed</li> <li>• Witness statement from an adult who you have inducted</li> <li>• Copy of a personalised role description you have developed</li> </ul>	<p>✓</p>	<p>Managers</p>