# Southwark Council Corporate Learning and Development Programme

# Communicating and Presenting Training Programme

1. **About Southwark Council**
   1. Southwark Council is made up of the following directorates:

* Children’s and Adults’ Services
* Environment, Neighborhoods and Growth
* Finance
* Governance and Assurance
* Housing
* Strategy and Communities
  1. We have around 4,700 staff, 63 members, and 2,300 Southwark Associates including schools, partner agencies, voluntary organisations etc. The majority of staff are based in Tooley Street, London Bridge or the Queen’s Road office, Peckham. Others are in sites such as Bournemouth Road and Sumner House, which are also based in Peckham. There are also various other satellite sites across the borough such as Castlemead and Frencham Street.

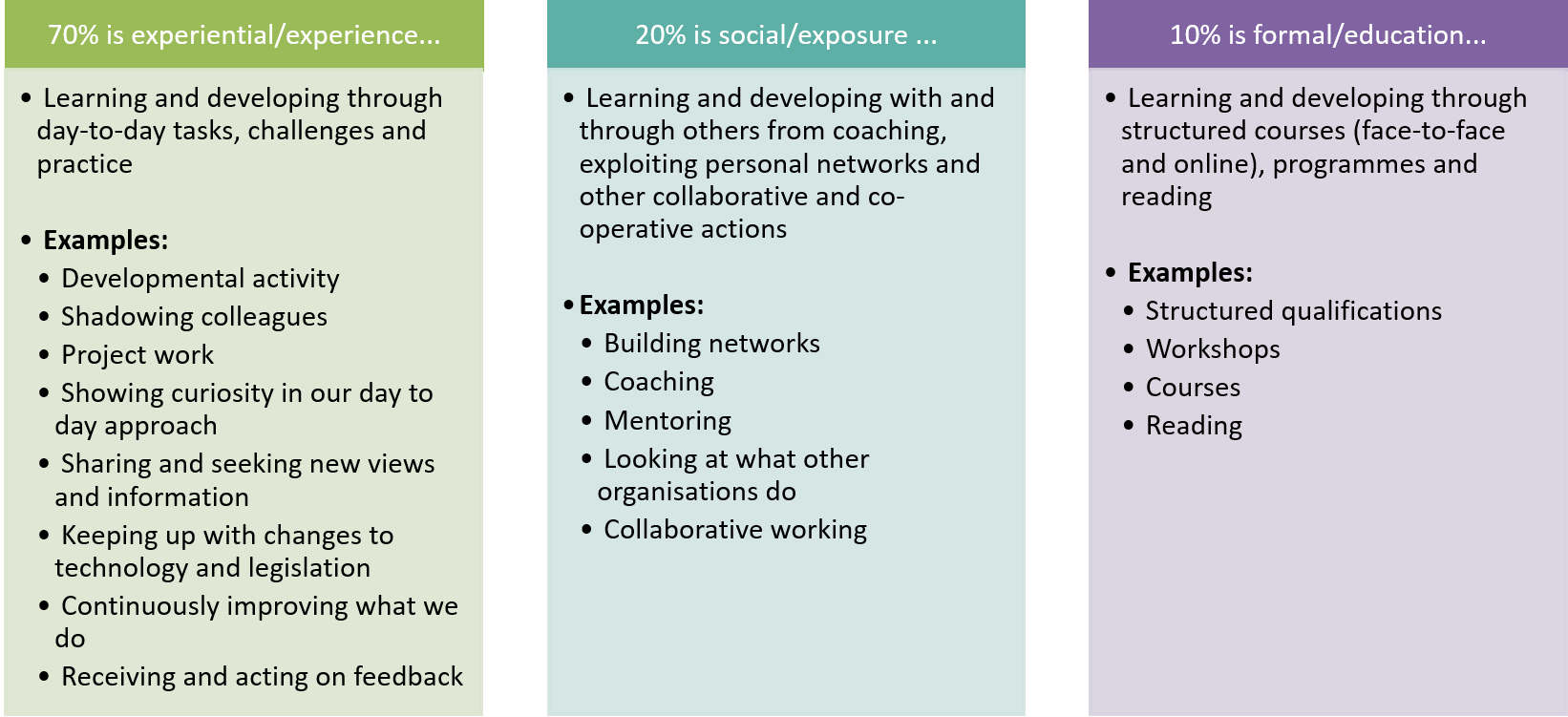
1. **Background and context**
   1. [Southwark Council’s Delivery Plan 2022-2026](https://www.southwark.gov.uk/council-and-democracy/fairer-future/fairer-greener-safer-southwark-s-council-delivery-plan)was published in September 2022, and sets out a clear direction for Southwark Council.
   2. It is an action plan, which will drive the work of the entire council and focus our resource and time to ensure we are pulling together so we can make our borough fairer, greener and safer for all our residents.

Our plan is set out in seven separate themes:

* Transforming our borough
* A thriving and inclusive economy
* A healthy environment
* Quality, affordable homes
* Keeping you safe
* Investing in communities
* Supporting families
  1. The Council Plan is more than just a set of promises; it explains the type of borough we want to be and the values that will guide us to get there. It is the action plan for the council and will shape what every team and member of staff does and how we can work together as one council to achieve our shared ambition of a fairer future for all.
  2. Best practice in learning and development has changed rapidly in response to technological developments and budget pressures. The Learning and Development team (L&D) will continue to evolve the learning opportunities that it offers staff, as part of our commitment to developing our people powered workforce. The Chartered Institute of Personnel and Development’s (CIPD) annual learning and development survey findings show a growing shift towards learning in the flow of work, with increased use of internal knowledge-sharing events, job rotation, secondment and shadowing, action learning sets and collaborative and social learning. The council’s learning and development initiatives and programme will need to keep up with these developments in order to encourage a continuous learning culture.
  3. Systems are becoming increasingly smart, and learning technology will keep pace with the progress of wider common technology. Southwark Council needs to be prepared for this change and embrace new tools and techniques. The L&D team will have an eye on the future and consider what new generations in the workforce expect from learning and development and their careers – typically learning which is accessible anywhere, any time through a variety of channels and exploring the use of AI technology and gamification. The L&D team won’t lose sight of the importance of everyone being able to access what they need. Southwark has had a good range of hybrid training on offer, with a suite of e-learning packages available for universally required knowledge.
  4. Staff have the technical knowledge to carry out their roles, with more specific learning offered through organizational Learning & Development plans. Through the Communicating and Presenting Courses, staff will benefit from professional techniques such as win-win negotiations, data visualization, report preparation, public speaking and presentation, and handling difficult behaviours, which will enhance their job performance and help the council address its challenges.

1. **Our values** 
   1. Everything that we do as a Council is to work towards a fairer, safer and greener Southwark. Our values inform how we will do this, and will guide our decisions and determine how we deliver on the commitments that we have made.
   2. Since 2010, when we first stated our vision, many of the challenges have changed and some of the solutions have too, but our values remain as strong as ever. We remain committed to supporting, standing up for and empowering residents. Our residents are still at the heart of everything we do and they have helped us form the values that underpin the work of the council.
   3. This is why in 2020, when the pandemic took hold and revealed even further the stark inequalities we face, we strengthened our values statement to include a commitment to equality and our opposition to discrimination and racism. As times change, we will continue to review and update our values. These values will continue to inform all the work we do across the council and what you can expect from us:

* + Treating residents as if they were a valued member of our own family;
  + Being open, honest and accountable;
  + Spending money as if it were from our own pocket;
  + Working for everyone to realise their own potential;
  + Making Southwark a place to be proud of;
  + Always work to make Southwark more equal and just;
  + Stand against all forms of discrimination and racism.

1. **Our approach to learning and development** 
   1. Southwark’s approach is the 70:20:10 model as the foundation for workforce learning. We are articulating this to the workforce as an approach which finds that people learn best when:
   2. It is a shift for us culturally when thinking about our development, to bear in mind that a more blended learning and development offer is essential. Therefore, we seek to commission a core learning and development programme that incorporates and supports flexible learning and continuous professional development (CPD) i.e. e-learning, guides/manuals, videos, articles, etc, which takes into account the varied learning styles and roles within the council
2. **The structure of our learning programme** 
   1. Southwark Council operates a commissioning based model for the core learning and development programme. We have set out what we feel are the appropriate learning interventions are based on the council’s core requirements.
   2. These courses are targeted at the following levels: staff member, manager or senior manager. There may be some courses that we offer or tailor for members and some that are available to our associates.
3. **Programme specifications**
   1. This specification covers the Communicating and Presenting Training Programme, detailed in Appendix 1. This suite of courses will be part of the broader corporate learning and development offer, which aims to enhance confidence, capability, knowledge, and skills. Providers can bid for all the courses within the Communicating and Presenting Training Programme or choose to bid for one set of courses within this programme. Please be explicit about the courses you are bidding for and provide a detailed breakdown of costs for each individual course to ensure your bid can be properly evaluated.
   2. The courses required in the programme fall under the following headings (for details see 8.7 and appendix 1):

* Behaviours and Training
* Reports and Presentations

1. **Scope of offer**
   1. The chosen provider will be expected to use a variety of training methods and techniques to engage with the audience of the programme taking into consideration learning styles and assessing a baseline of ability.
   2. We would like the training provider to specify for each course their recommended length of course and the delivery medium.
   3. We require a written proposal detailing delivery of these interventions in the most effective way including:
   * Detailed outline of the programme and various blended learning methods including but not limited to:

* Workshops
* e-learning
* Video
* Audio learning
* Guides
* Articles
* Supporting resources
  1. The training must be up to date and in particular, trainers delivering the training must have prior knowledge and experience of delivering essential skills.

1. **Programme requirements** 
   1. The successful provider will work in partnership with us to develop and deliver a comprehensive, cohesive Communicating and Presenting Training Programme, to underpin the delivery of our Southwark ‘People Powered’ approach, ensuring that we have the right people with the right skills at the right time. We would expect:

* + You to liaise with subject matter experts within the council as part of the course design process.
  + You to use training methods that are proven to convey both theory and practice
  + You to allow for applied and reflective learning during the training period.
  + You to deliver training on site or within the London Borough of Southwark as well as virtually.
  + You to specify who owns the intellectual property and any costs around this.
  + To appoint the successful provider for a two-year contract with a view to scheduling and starting to roll out the programme of learning from September 2024.
  + To provide 2 weeks’ notice of any course cancellation without incurring a charge for delivery.
  + To specify the scale of costs for cancellation at less notice.
  1. We reserve the right to carry out demonstration and clarification interviews with the top three ranking organisations, as part of this process.
  2. **Venue:** We expect to be able to provide training venues within the London Borough of Southwark. There are five training rooms at Tooley Street and two training rooms at our Queens Road offices. The capacity of the training rooms are 20, 16 and 14.

# Days/times: Please provide details of your proposed training calendar as part of your bid.

# Target group: The Communicating and Presenting Training Programme is aimed at all staff.

* 1. **Number of sessions required:** A total of **30** sessions will be required over the contract period of 2 years. There will be a potential 1-year extension. How this is apportioned is as follows:

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| --- | --- | --- |
| **Set** | **Course** | **No. of sessions per year** |
| Set 1: Behaviours and Training | Train the Trainer | 4 |
| Win-Win Negotiations and Conversations | 4 |
| Handling Difficult Situations and Behaviours | 4 |
|  |  |  |
| **Set** | **Course** | **No. of sessions per year** |
| Set 2: Reports and Presentations | Creating Compelling Visuals with Data | 4 |
| Preparing and Presenting reports | 4 |
| Presenting and Public Speaking | 4 |
| Presenting Yourself Across the Organisation | 3 |
| Writing in Plain English | 3 |

* 1. Learning outcomes/objectives**:** Please refer to appendix 1 for full details.

1. **Criteria for selection**
   1. The following criteria will be used for selection:
   * Delivery capability and capacity to deliver points outlined in section 8.1. above
   * Relevant experience and credentials – your track record of delivering relevant programmes, previous customers (the outcomes of your learning and their satisfaction with your approach) and your ability to interact with a wide variety of people
   * Quality Assurance
   * Experience of developing and delivery of People Management programmes in the public sector in line with best practice
   * Effective evaluation methodology
   * Recommended approach to deliver the required outcomes
   * Information on any preferred models and approaches
   * Costs including design, delivery, trainers, materials, and supporting activity costs such as printed materials, videos, e-learning, evaluation
   * Any discounts associated with delivery of larger volumes of courses.
2. **Training documentation**
   1. All training documentation produced and presented as part of the learning and development activity must adhere to the Council’s branding style, a copy of which will be provided to the Training Provider on or before the start date of the contract.
   2. The Training Provider’s company branding or logo is not to be used on any documentation provided in connection with this Agreement without the prior written consent of the Authorised Officer, which consent may be subject to such conditions and limitations as the Authorised Officer requires.
   3. Courses must include a reference to the following:

* Council Delivery Plan
* People Powered Plan
* Southwark 2030
* Southwark Values
* Southwark Stands Together Programme
* Southwark Framework for Equality

1. **Role of the Training Provider**

# Before the Development and Learning Activity

# The Training Provider must:

# attend course planning meetings with the Authorised Officer as required;

# sign-up for a Training Provider account on the Southwark learning management system, and ensure trainer profiles are kept up to date, including contact details and room layout preferences;

# provide the council or the Authorised Officer with all necessary details to create the course pages on the Southwark learning management system, and verify the details once these pages are available;

# confirm the names and contact details of the trainer delivering the Learning and Development event at least fourteen days (14) before the commencement of the event

# provide an electronic version of the training materials to be used (We would like each module to be accompanied by an electronic course handbook that includes any slides shown, plus additional relevant learning material) at least seven days (7) before the commencement of the event; these must be in the prescribed council style and using the templates provided;

# confirm with Southwark Council of any specific requirements, such as equipment and room layout, at least seven days (7) before the commencement of the event 24 hours before the Development and Learning Activity, check the course page on the Southwark Council learning management system for participant’s details and special requirements;

# be responsible for the provision of all training materials for participants;

# come prepared with their own laptop, mobile devices as needed, corresponding adaptors and cables and be able to set up and use equipment independently;

# arrive in good time, no later than 45 minutes before the time scheduled for the Learning and Development event, to ensure that all required training materials, equipment and room(s) are set up in readiness for such event and that participants are welcomed upon their arrival;

# print a sign-up sheet for the event;

# all information, resources and requests to be sent to: learning@southwark.gov.uk.

# During the Development and Learning Activity

# The Training Provider must:

# ensure that the Learning and Development event commences and finishes at the agreed time, unless very unusual circumstances prevail;

# ensure that there is a dated physical register of attendance for the event, signed by all delegates.

# After the Development and Learning Activity

# The Training Provider must:

# encourage participants to complete the online evaluation form provided by the Council;

# within 48 hours of the Learning and Development event, complete the attendance record on the course page of the Southwark learning management system – taking attendance, adding any additional participants and non-attendance (no-shows) to the list;

# evaluate the event and provide a written evaluation report, within two (2) weeks of the end of the Learning and Development Event, unless otherwise agreed with the Authorised Officer;

# all invoices and payment requests must be sent electronically to: [learning@southwark.gov.uk](mailto:learning@southwark.gov.uk), with the Authorised Officer’s name in the subject line; all invoices must be sent within the financial quarter in which the training took place, unless otherwise agreed with the Authorised Officer.

# Health and Safety

# The Training Provider should:

# familiarise themselves with the health and safety procedures for the Venue, and comply with the health and safety regulations.

# in the event of the fire alarm being raised, the Training Provider should ensure that all delegates are assembled in the designated area and take the register with them so all delegates can be accounted for.

# Quality Assurance

# The Training Provider must:

# be prepared to undergo any observation and other reasonable Quality Assurance processes as deemed necessary by Southwark Council.

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# Appendix 1: Communicating and Presenting Training Programme

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| **Behaviours and Training (Set 1)** | | |
| **Name of Course** | **Target Audience** | **Intended objective:** |
| Train the Trainer | All Staff | To provide a structured framework for designing and delivering effective training sessions that maximize participant engagement and learning outcomes. |
| Win-Win Negotiations and Conversations | All Staff | To develop the ability to achieve mutually beneficial outcomes through effective negotiation strategies, supported by practical guidance and tools. |
| Handling Difficult Situations and Behaviours | All Staff | To equip individuals with the skills and confidence to navigate challenging interpersonal situations assertively and empathetically. |
|  | | |
| **Reports and Presentations (Set 2)** | | |
| **Name of Course** | **Target Audience** | **Intended objective:** |
| Creating Compelling Visuals with Data | All Staff | To enhance data interpretation and communication skills by transforming raw data into impactful visual representations for diverse audiences. |
| Preparing and Presenting Reports | All Staff | To provide a universal framework for efficient and effective report writing across various formats and contexts. |
| Presenting and Public Speaking | All Staff | To equip individuals with the skills to create compelling presentations through structured content, effective vocal delivery, and confident performance. |
| Presenting Yourself Across the Organisation | All Staff | To empower individuals to enhance their professional image, build confidence, and develop a commanding presence through self-awareness and practical tools. |
| Writing in Plain English | All Staff | To enhance written communication skills through effective planning, structuring, and the application of clear and concise language. |