

## Skills Exchange

Skills Exchange is a six-month programme through which you will be introduced to and work with a group of employees from Lloyds Banking Group (known as your Support Team). Over the six months, your support team will use their skills, knowledge, and insights to help you tackle a thorny problem or realise an untapped opportunity which you will need to identify when you sign up to take part. This could be around the themes of Risk Management; Strategy; Leadership & Management; Communications, Marketing & Digital; or Financial Management.

The support will typically be given via a series of virtual support sessions with contact in between. Together with your Support Team, you'll agree how best to apply the support. For example:

- Informal **discussions** with representatives from your charity (CEO, staff, trustees)
- **Workshops** to deliver information and guidance and facilitate discussion
- **Reviewing** existing documents, e.g. strategies, policies, business plan, communications
- **Action planning** sessions
- Hands on **training**
- **Content building** sessions, e.g. populating a business plan template together
- Supplying **tools and templates**

Please note that your support team will be there to 'support' you in moving your challenge or opportunity forwards with a view to you being able to move forward more effectively in this support area beyond the end of the support period. You will need to take responsibility for doing the work and completing any actions as agreed at your support sessions.

You'll be readied for your Skills Exchange via a 75 minute **online Kickstarter workshop** where we will formally launch the programme and set you up with what you need to make the most of the programme. You will also receive a **digital toolkit** to refer to throughout the programme as required. Foundation staff will check in periodically to learn about your progress.

**You have until the 8<sup>th</sup> December to sign up.**

### **Who should attend and capacity:**

To get the most from a Skills Exchange you'll need the buy-in of your board of trustees and the involvement of at least two representatives from your charity. You'll need to commit to preparing for and engaging in your support sessions, as well as carrying out actions between sessions to progress your project. More detail on expected commitment can be found in the Volunteering Code (see below) which you will need to sign up to in order to take part in the Skills Exchange.

### **What's the commitment from you:**

- Complete the registration form by 8<sup>th</sup> December, where you'll be asked for some details about your organisation and the challenge or opportunity you would like to address through this programme (*20 minutes*)
- Attend the online Kickstarter meeting via Teams\* on the 18<sup>th</sup> January 15:00 – 16:15 (*75 minutes*)
- Abide by the Volunteering Code (see below) and the agreed boundaries of the volunteering relationship
- Agree actions, communication method & frequency, and support session layout & frequency with support team
- Meet support team for a minimum of three 2-hour support sessions over the six months (or as mutually agreed)
- Show full commitment to the programme to gain the most from it
- Feedback – at the end of the support period we'll ask you to share some feedback about the Skills Exchange via a short online survey (*10 minutes*)

\*if you have any concerns or questions around accessing Teams, let us know

**What challenges or opportunities could you look to address:**

All support will fall into one of five themes or ‘pillars’ below. When providing your challenge or opportunity in your registration form, please provide clear goals which will be achievable within the timeframe of this programme (either to complete the goal or to give you a boost in moving forward with a longer-term goal).

Note: your support team may not be able to access certain sites or systems – consider this when selecting your support need. Where relevant, is there a way to work around this to gain support without colleagues requiring systems access?

Support Pillar	Risk Management	Strategy	Leadership & Management	Communications, Marketing, & Digital	Financial Management
Outcomes	More robust risk management	Improved strategic and business planning  Better decision making	More effective leaders, managers, and trustees  Improved cohesion at all levels	Stronger and more effective communications  Maximising use of digital channels	Stronger financial management and reporting
Examples	Risk management tools and techniques  Risk assessment  Financial risk management	Strategic planning  Business planning  Reviewing and improving strategic/business plans  Contingency and scenario planning  Prioritisation  Developing a business case	Strengthening leadership teams  Improving governance and board/management relationships  Managing during difficult times  Managing change / transitions  Engaging and motivating teams  Supporting staff wellbeing	External/internal communications strategies  Reviewing and improving marketing materials  Digital communications (including social media)  Digital upskilling  Social media strategy	Budget creation  Financial management health check  Financial processes, controls, and reporting  Financial planning and cost control  Income diversification / Social Enterprise

**What other people have said about taking part:**

*“We were matched with an extremely impressive team that really engaged with the specific needs of our charity. Our support team produced an excellent Tone of Voice document for us to use to improve our overall marketing and communications strategy. We were pleased to see that the values we were communicating were very much in line with how we would like to come across publicly, and we will use the document going forward across all areas of our work”*

*“The Skills Exchange programme has really aided us as a charity to crystalise the need for the re-development of our website and SEO optimisation. The LBG colleagues were professional, engaging, helpful and patient with us. The quality of what they produced was high quality, clear and so very helpful”*

*“We were conscious that our strategy was very short-term. It was wonderfully indulgent to have time dedicated to sitting and thinking – we’re often too hectic to give the really important questions the time they deserve”*

**Registration:**

Speak to your Regional Manager or key Foundation contact (England & Wales), Grants Officer (Northern Ireland) or Executive Director (Channel Islands) about whether this offer is right for you and to refine your challenge. You can also contact [volunteering@lloydsbankfoundation.org.uk](mailto:volunteering@lloydsbankfoundation.org.uk) if you have any further questions regarding this programme.

**Please read the Volunteering Code attached to the covering email before completing the registration survey.**

**Register to take part [here](#)**