

Skills Exchange 2025

The Skills Exchange is a six-month programme where you'll receive support from a group of volunteers 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. The pillars you can be supported with are;

1. Risk Management
2. Leadership & Management
3. Financial Management
4. Strategy
5. Communications, Marketing & Digital

The Format of the Skills Exchange

The Programme runs from January 2025 until the end of June 2025. At the start of the programme, we host an online Kickstarter workshop where you'll meet other charity participants and volunteers, and we'll provide you with all the information you'll need to make the most of the programme. Your Support Team will consist of 6/7 Lloyds Banking Group Employees who will possess skills and experience of the problem/opportunity you are looking to address. You'll then receive support from the team via online sessions. We recommend setting aside 30 minutes on a fortnightly basis to meet with the team, they'll also keep in regular contact via email.

What is the commitment from you

- **Involvement of two representatives from your charity.** 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.
- **Complete the registration form by 25 October.** 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).
- **Abide by the Volunteering Code** (accessible [here](#)) and agreed boundaries with your Support Team.
- **Attend the online kickstarter session.** This will take place in January (Date & Time TBC – 75 minutes)
- **Commit to preparing for and engaging in your fortnightly support sessions** and carry out any actions between sessions to progress your project.
- **Provide us with feedback** at the end of the programme via a short online survey (10 minutes)

What other people have said about taking part:

A previous charity participant shared their experience;

“We were matched with an extremely impressive team that 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”.

You can hear from other charities who have received support from Lloyds Banking Group volunteers in [this video](#).

What challenges or opportunities could you look to address:

Your project will need to sit within one of the five programme ‘pillars’.

Please note that your support team will be there to support you in moving your challenge or opportunity forward. You will need to take responsibility for doing the work and completing any actions as agreed at your support sessions.

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

Still have questions?

We’ll be hosting two online sessions on the 15 & 17 October between 11:00-12:00, where you can find out more and ask questions about the programme to help you understand if it's right for you and your team. If you’d like to join us, [sign up here](#).

You can also 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.

Register for the Skills Exchange [here](#) by 25 October 2024.