

## Staff Skills Audit

This short programme encourages staff to evaluate their own skills and identify areas for further development. The program supports staff to be fully aware of the role they have within an organisation through a process that provides all attendees with detailed Action Plan for their own skill development needs.

## Behaviour Management

ICM Foundation provides a range of workshops and training programmes for educators, youth workers and the voluntary sector in managing difficult, disruptive and challenging behaviour. There are different programmes designed to meet the specific needs of each setting and organisation that include understanding difficult and challenging behaviour, managing difficult and challenging situations, motivating and engaging those who exhibit difficult and challenging behaviour.

*“A very helpful and engaging session with lots of new ideas and approaches to issues within the workplace. I enjoyed all the activities, particularly the scenarios that promoted engagement and discussion. The self audit helped me to reflect on my own performance and role within the organisation.”*  
Jennifer Steele, care worker

## Building Effective Teams

This range of programmes explore the variety of issues that hinder team effectiveness, holds back creativity and that allows negativity to cause tension and conflict. Throughout the course staff will explore their own strengths and weaknesses and be guided through a process that identifies the issues that hold them back, but also develop processes that create a positive environment for productive work. This programme is aimed at professional as well as voluntary sector and education institutions.

## Health and Social Care Settings

ICM Foundation provides a range of bespoke training for the voluntary and care sectors in the following themes:

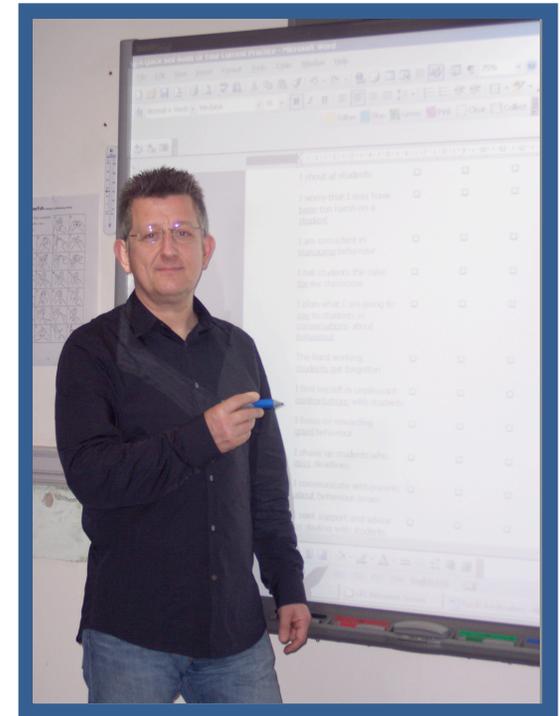
- Develop knowledge and practice in health and social care setting
- Supporting the care, protection and well being of individuals in a health and social care
- Communicating with individuals in a health and social care setting

All of these courses can be used towards NVQ Levels 2 and 3 coursework for staff or to supplement staff knowledge within the specific setting of health and social care practice.



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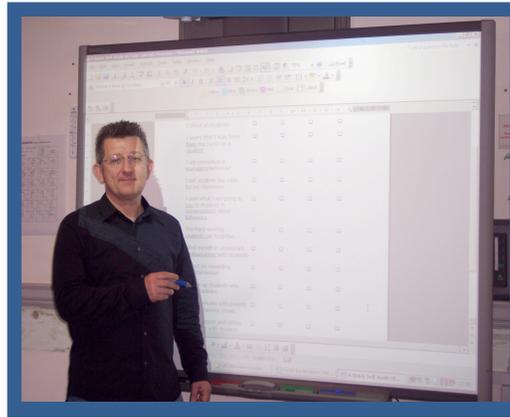
Inspire Challenge Motivate

Inspire to excel  
Challenge to achieve  
Motivate to success

Dawud Marsh  
Lead Consultant/ Trainer

# ICM Foundation Inspire Motivate Challenge

- Has experience of working in secondary and tertiary education settings, youth and community programmes with educators, trainers, youth workers, carers, support workers and professionals in a variety of settings and situations.
- Consults with professional teams, community programmes and voluntary organisations to improve performance indicators and service delivery in a range of settings over a variety of time frames.
- Delivers personalised training programmes to meet the specific needs of individuals, professional teams, educators and organisations to manage behaviour and enhance performance.
- Provides short and long term mentoring support and supervision to individuals and teams in the voluntary sector, such as charities and community settings.
- Compiles research in learning difficulties and disability issues, mental health, behaviour management and creative solutions to team performance.



## History

ICM Foundation was established in response to a recognised need to deliver affordable and personalised bespoke training to voluntary sector organisations, professionals and educators.

From research it was found that a lot of expensive training was being provided to organisations, educators and professionals that failed to meet the needs of both individuals or teams as it was being delivered in a 'one size fits all' approach.

From a series of personalised training programmes that received continuous positive feedback from individuals, teams and organisations both within the education and voluntary sectors ICM Foundation grew into a valued training provider.

More recently the work of ICM Foundation has expanded to include the wide range of workshops, training programmes, mentoring schemes, research papers, resources and support for charity events that now make up the work of the foundation.

*"Really helpful session which has drawn my attention to things I might not have considered before, such as being consistent with setting tasks and attracting attention. Invaluable insight into how to approach learners with very good hints and tips on classroom management and how to tackle challenging behaviours."*  
Amina Zaman, lecturer

## ICM Foundation Services

The work of ICM Foundation can be divided into three main areas:

- **Consultancy** on a range of issues within the workplace covering service provision and delivery, skills audits of staff, team performance and managing staff issues.
- Design and delivery of **bespoke training** programs for staff, users and students in a variety of settings from voluntary, care sector to education and community service areas.
- Providing short and long term **mentoring and supervision** of individual professionals, teams and organisations across sectors and service provision.