



The Centre for Emotional Health

## COMMISSIONER GUIDE TO TRAINING

**CONTENTS**

ABOUT FAMILY LINKS THE CENTRE FOR EMOTIONAL  
HEALTH .....3  
THE NURTURING PROGRAMME.....4  
WHAT IS EMOTIONAL HEALTH? .....4  
WHY IS EMOTIONAL HEALTH IMPORTANT? .....5  
OUR PROGRAMMES.....6  
PRACTITIONER TRAINING .....7  
OUR APPROACH TO TRAINING ..... 15  
MORE TRAINING..... 16  
THINGS TO KNOW BEFORE YOU BOOK..... 18  
OUR LEARNING PARTNERSHIP SCHEME .....20  
RESOURCES .....22  
FIND OUT MORE .....23  
HOW TO BOOK.....23  
THANK YOU.....24  
KEEP IN TOUCH.....25

# **ABOUT FAMILY LINKS THE CENTRE FOR EMOTIONAL HEALTH**

## **Welcome to our commissioner guide to training**

We provide high quality training courses and resources for professionals working with families, parents and carers, including foster carers and adoptive parents, in a variety of settings. Family for us is an inclusive word and means not only those connected biologically, it can include anyone who is special in our life. Underpinned by the Nurturing Programme, all our courses and resources develop understanding, skills and the ability to support the development of emotional health.

Our approach is relational and empowering; and highlights the link between behaviour and feelings in the context of relationships; and our programmes develop self-awareness, empathy and self-regulation, supporting people to build and maintain positive relationships.

Since we began in 1997, our trainers, researchers and practitioners have been developing, delivering and evaluating a range of training that continues to evolve to support the changing needs of those we work with.

**Our approach, in all that we do, is nurturing, empathic, transformative and playful and these are our organisational values.**

Extract from the Center on the Developing Child, Harvard University:

*“Having responsive relationships with adults, growth promoting experiences, and healthy environments for all young children helps build sturdy brain architecture and the foundations of resilience.”*

## THE NURTURING PROGRAMME

All our work is underpinned by the Nurturing Programme which provides adults and children with the understanding, skills and ability to lead emotionally healthy lives, to build resilience, empathy and self-esteem, and to support positive relationships.

### The Four Constructs

The American child psychologist Dr Stephen Bavolek developed the Nurturing Programme based on his research into family interactions where he identified destructive parental behaviour patterns. The Nurturing Programme was developed to address these, and uses the following four constructs as the building blocks of emotionally healthy relationships: **self-awareness, appropriate expectations, empathy and positive discipline.**

Although the four constructs were originally developed within the context of parenting, they apply to all areas of our lives. These are the building blocks for all emotionally healthy relationships.

## WHAT IS EMOTIONAL HEALTH?

Emotional health is the set of skills and beliefs that shape our thoughts, feelings and behaviours. It is affected throughout our lives by our relationships and our experience of the relationships around us.

### What does good emotional health look like?

Good emotional health is being aware of, understanding and managing our whole range of emotions. Positive relationships support us to build healthy beliefs about ourselves and others.

### Our emotional health model

There are seven components of emotional health, and while each is important within its own right, it's how they work together that forms our emotional health.

Having good emotional health supports us with how we feel, think, behave and interact with those around us. These skills and beliefs impact our quality of life as well as providing us with protective factors if we're experiencing physical or mental health problems.

The seven components of emotional health are:

- Self-awareness
- Social awareness
- Self-beliefs
- Self-agency
- Beliefs about others
- Self-regulation
- Relationship skills.

## WHY IS EMOTIONAL HEALTH IMPORTANT?

In order to build and sustain healthy relationships, we need to have responsive relationships with others. This is a key component of good emotional health. We also know that a stable, responsive environment is essential for children to develop the foundations of resilience and good lifelong emotional, mental and physical health.

(Source: Center on the Developing Child at Harvard University (2022) Three Principles to Improve Outcomes for Children and Families. Center on the Developing Child at Harvard University.[LINK]: <https://developingchild.harvard.edu/resources/three-early-childhood-development-principles-improve-childfamily-outcomes/>).

Therefore, in order for the next generation to thrive, we need to support the adults in children's lives to develop their own emotional health assets, so they can then provide responsive relationships to the children in their care. This creates healthy inter-generational patterns of relating, which benefit families, communities and ultimately society.

- Emotional health at age 16 is a stronger predictor of mental health and life chances at age 30 than either demographic or socio-economic factors. (Source: Goodman, A., Joshi, H., Nasim, B., & Tyler, C. (2015). Social and emotional skills in childhood and their long-term effects on adult life. London: Institute of Education.)
- Children and adults with high resilience resources are half as likely to have a diagnosable mental health condition. (Source: Hughes, K., Ford, K., Davies, A., Homolova, L., & Bellis, M. (2018). Sources of resilience and their moderating relationships with harms from adverse childhood experiences: Welsh Adverse Childhood Experience (ACE) and Resilience Study – Report 1: Mental Illness. Public Health Wales NHS Trust).
- High social and emotional skills at age 10 predict positive adult outcomes, including life satisfaction, wellbeing, labour market success, and good overall health. (Source: Goodman, A., Joshi, H., Nasim, B., & Tyler, C. (2015). Social and emotional skills in childhood and their long-term effects on adult life. London: Institute of Education.)
- The most important predictor of adult life satisfaction is emotional health, both in childhood and subsequently. (Source: Layard, R., Clark, A. E., Cornaglia, F., Powdthavee, N., & Vernoit, J. (2014). What predicts a successful life? A life-course model of well-being. *The Economic Journal*, 124(580), F720-F738.)
- Better self-regulation is strongly associated with mental wellbeing, good physical health and health behaviours, and socio-economic and labour market outcomes. (Source: Feinstein, L. (2015). Social and emotional learning: Skills for life and work. Early Intervention Foundation.)

## OUR PROGRAMMES

**10-week Nurturing Programme** is our core parent programme which improves the emotional health of both adults and children and strengthens family relationships. Whilst this benefits parents of children of all ages, this programme works particularly well for the 3-12 years range. It works very well with parents of children with additional needs and parents in prison. An adapted version incorporating Islamic values for Muslim parents is available.

**8-week Welcome to the World Programme** is our antenatal programme for expectant parents from 24 weeks of pregnancy which focuses on the emotional health of parents and their baby, the relationships between them, attunement and bonding during the first 1,001 days.

**4-week Parenting Puzzle Workshops** provide strategies to support young children's development and school readiness.

**2-week Playful Parenting Workshops** help parents to understand the value and importance of play and its role in developing attachment.

**4-week Talking Teens Programme** explores the importance of parents for teenagers and focuses on understanding teenage behaviour, communication and managing conflict.

**4-week Keeping Your Child in Mind Programme** is our version of what is often referred to as Reducing Parental Conflict and it focuses on relationships within the family, in particular the influence of parental relationships on children.

Quote from Parent on the 10-week Nurturing Programme:

*"Family Links course has been a life changer. Informative, fun, and eye-opening, I have gained invaluable knowledge and tools that have all improved family life pretty much immediately. The facilitators fostered a wonderfully warm and safe environment, which was so important given the content. I feel empowered to be the best version of myself with the children and the ripple effect of this is vast."*

## **PRACTITIONER TRAINING**

We offer training courses for practitioners to enable them to deliver our parent programmes in a knowledgeable and confident way, in a group setting or one-to-one for parents and carers. Many of these are CPD accredited training courses. Please contact us to find out more.

### **Parent Group Leader Training**

This training course equips practitioners to deliver the 10-week Nurturing Programme for parents of children of all ages, particularly for children ages 3-12 years. It focuses on facilitation skills as well as the rich content of the programme and includes a manual that gives clear and detailed step-by-step guidance for each session. It enables practitioners to support parents with understanding their children's behaviour and to help strengthen their communication skills. The programme works equally well for parents of children with additional needs and parents in prison. Adapted Parent Group Leader training is available for Islamic values.

### **Welcome to the World Training**

This training course provides practitioners with the skills, knowledge and resources needed to deliver the 8-week Welcome to the World programme for parents from the 24th week of pregnancy. The focus is on the emotional health of the parents and baby, and the relationships between them; and emphasises the importance of supportive, positive facilitation from the practitioner.

### **Parenting Puzzle Workshops Training**

This training course is for practitioners who have already trained as Parent Group Leaders and wish to offer a shorter 4-week intervention for parents of children under 4 years. The course provides the knowledge, skills and resources to deliver four 2-hour workshops.

We offer a mixture of UK-wide face-to-face and online courses that are open for individuals to book, joining practitioners from other organisations. These can be booked via our website: [www.familylinks.org.uk](http://www.familylinks.org.uk) and we can also deliver training at your location, specifically for your team.

### **Playful Parenting Workshops Training**

This training course is for practitioners who have already trained as Parent Group Leaders or Welcome to the World Group Leaders. The course provides the knowledge, skills and resources to deliver two 2-hour workshops for parents of children under 5 years.

### **Talking Teens Training**

This training course is for practitioners who wish to offer the 4-week Talking Teens programme for parents of young people aged 11-19 years. The focus is on relationships within the family, communication, negotiating, decision-making and strategies to reduce conflict.

### **Keeping Your Child in Mind Training**

This training course is for practitioners who wish to offer the 4-week Keeping Your Child in Mind programme for parents. It focuses on the impact of adult relationships on children and young people including where there might be conflict and tension, relating this to appropriate parenting styles, skills and strategies. This is our version of what is often referred to as Reducing Parental Conflict.

### **Refresher Days**

We offer refresher training for those who have completed Parent Group Leader, Welcome to the World and Talking Teens training which includes revisiting the fundamental principles, relevant updates and support to further enhance practitioner skills.



## **PARENT PROGRAMMES**

To help you select the right training for your needs, here is a summary of our parenting programmes and the associated practitioner training that equips your team to deliver them for parents and carers.

### **The Nurturing Programme**

for parents of children of all ages

**10 sessions** plus intro session for up to 10 parents in a group delivered by two Family Links trained facilitators

#### **Intended outcomes for parents/carers**

Improvement in parental wellbeing and in children's behavioural and emotional difficulties

Increase in levels of self-efficacy in eight dimensions of parenting:

- emotion and affection
- play and enjoyment
- empathy and understanding
- control
- discipline and boundary setting
- pressures of parenting
- self-acceptance
- learning and knowledge.

### **Welcome to the World**

for parents from 24<sup>th</sup> week of pregnancy, focusing on the first 1,001 days

**8 sessions** plus intro session for up to 10 parents in a group delivered by two Family Links trained facilitators

#### **Intended outcomes for parents/carers**

Improved attunement and bonding

Improvements in parental wellbeing

Knowledge and skills in breast-feeding and practical care of babies

Increased awareness of values, hopes and fears for the future through personal reflection

Understanding and appreciation of the needs and intentions of their baby.

### **Talking Teens**

for parents of young people 11-19 years

**4 sessions** for up to 20 parents in a group delivered by two Family Links trained

facilitators

**Intended outcomes for parents/carers**

Improved relationships between teenagers and parents

Reduced conflict and stress in the family

Increased confidence in talking about difficult issues

Increased understanding of teenagers' needs and development.

**The Parenting Puzzle**

for parents of children under 4 years

**4 workshops** for up to 20 parents in a group delivered by two Family Links trained facilitators

**Intended outcomes for parents/carers**

Awareness and understanding of the four constructs for positive, constructive relationships and calm, confident parenting

Understanding of empathy

Understanding of the importance of listening and communication

Appreciating the power of praise

Understanding of the importance of positive approaches to discipline and boundary setting.

**Playful Parenting**

for parents of children under 5 years

**2 workshops** 2-hour Playful Parenting workshops for groups of parents or one to one

**Intended outcomes for parents/carers**

Appreciating the importance of play and of building attachment through play

Understanding of child development, the brain and attachment

Understanding of how play supports healthy development

Increase in confidence using child-centred play skills to support development

Awareness of low and no-cost resources and how they create quality play opportunities.

**Keeping Your Child in Mind**

For parents of children of all ages

**4 sessions** for up to 12 parents in a group delivered by two Family Links trained facilitators

**Intended outcomes for parents/carers**

Appreciation of the importance of positive relationships within families

Understanding of the importance of the 4 constructs to support parenting

Increased understanding of the impact of adult interpersonal relationships on children and young people

Awareness of positive approaches to reducing parental conflict.

## **PRACTITIONER TRAINING**

All training is available to book just for your team or places can be booked on our open training courses which are advertised on our website [LINK:] [www.familylinks.org.uk](http://www.familylinks.org.uk)

### **The Nurturing Programme**

4-day course to become a Family Links Parent Group Leader (PGL)

#### **Post training 1-day refresher**

#### **Resources included**

The Parent Group Leader Handbook

The Parenting Puzzle Book

Ask It Tell It Card Game

The Nurturing Game

Feeling Faces Pack

#### **Learning outcomes for practitioners**

Demonstrate how to enhance relationships, develop trust, and work in partnership with parents

Explain empathy and its importance in relationships

Demonstrate an understanding of the impact of emotional health

Explain the link between feelings and behaviour and demonstrate positive behaviour management strategies.

### **Welcome to the World**

2 days for those already trained as Family Links PGLs or 4 days for those who haven't

#### **Post training 1-day refresher**

#### **Resources included**

Welcome to the World PGL Handbook

Welcome to the World Booklet for Parents

#### **Learning outcomes for practitioners**

Support parents in building positive relationships with their babies and each other

Support parents in reducing their own and their babies' stress

Explain to parents the importance of empathy and attunement

Support parents to make positive choices for themselves, including on nutrition, exercise and infant feeding.

## **Talking Teens**

1-day for those already trained as Family Links PGLs or 2-days for those who haven't.

### **Post training 1-day refresher**

#### **Resources included**

Talking Teens PGL Handbook  
Talking Teens Booklet for Parents  
Why Won't My Teenager Talk To Me book

#### **Learning outcomes for practitioners**

Describe the needs of both parents and adolescents during the teenage phase

Outline the key themes of adolescent development

Relate these needs to appropriate parenting styles, skills and strategies.

## **The Parenting Puzzle**

1 day for those already trained as Family Links PGLs

#### **Resources included**

The Parenting Puzzle Workshops Handbook.

#### **Learning outcomes for practitioners**

Explain to parents the importance of child-led play

Support parents in reducing their own and their children's stress

Support parents in building positive relationships with their young children.

## **Playful Parenting**

1 day for those already trained as Family Links PGLs or Welcome to the World facilitators.

#### **Resources included**

The Playful Parenting Workshops Handbook.

#### **Learning outcomes for practitioners**

Explain how child development, the brain, and play support healthy development

Demonstrate a deeper understanding of the importance of play

Show a deeper understanding of building attachment through play

Share knowledge and demonstrate skills to support parents in their play with children.

**Keeping Your Child in Mind**

1 day for those who have already completed a 4-day Family Links PGL training or 2 days for those who haven't

**Post training 1-day refresher****Resources included**

Keeping your Child in Mind: Adults Working Together Handbook  
Keeping Your Child in Mind Booklet for Parents

**Intended outcomes for parents/carers**

Outline the impact of adult relationships on children and young people

Relate this to appropriate parenting styles, skills and strategies

Describe the importance of the Family Links 4 constructs to support parenting.

## OUR APPROACH TO TRAINING

Our training courses are accessible, relatable and full of immediately applicable strategies and tools to help practitioners in their work. We believe training should be engaging, rich in content, practical and playful.

Our training style is very much one of facilitation, rooted in a partnership approach rather than a directive model. Practitioners know the parents and carers they work with better than we do and parents and carers know far more about their children and young people than practitioners do.

Our courses are clearly structured and we empower practitioners to feel knowledgeable, confident and comfortable with the material. In this way, practitioners are able to respond to the context and individual needs of those they are supporting.

Throughout the training, our trainers constantly model ways to develop a partnership approach with groups so that practitioners adopt a similar approach when they go on to deliver the programmes for parents and carers, either in group settings or one-to-one. The way training courses and parent programmes are delivered are just as important as the content.

Quote from Diane Gray–Stephenson, Senior Parenting Practitioner Early Help Parenting Team, Manchester City Council:

*“What we like most about using the Nurturing Programme approach with families is that it takes such a relational approach. It’s a joy for our workers to use and the parents get so much out of it right from week one.”*

## **MORE TRAINING**

As well as our core parent programmes we offer a variety of other courses detailed below, all of which are based around building emotionally healthy relationships. Some training enables practitioners to deliver groups, other training provides Continuous Professional Development (CPD) that includes an opportunity for self-reflection in a safe space and an opportunity for practitioners to develop their professional practice.

### **Working One to One with Parents**

This 2-day training course promotes a consistent approach to developing family relationships and positive behaviour management strategies. It prepares staff to work effectively with parents using the Nurturing Programme on a one-to-one basis. (N.B. this training is less appropriate for Family Links trained Parent Group Leaders because much of the content will already be familiar to them.)

### **Working with Families with Multiple Challenges**

This 1-day training course is for practitioners who have already completed the Parent Group Leader (PGL) training or the Working One to One with Parents training. It equips staff to work effectively with families who are experiencing particular challenges and to support them in developing and maintaining a consistent and positive approach.

### **Parenting, Culture and Religion**

This 1-day training is for practitioners who work with families from a variety of backgrounds. It enables them to build successful relationships within a diverse community and work in a respectful way with families, exploring the biases that we may bring to our work.

### **Understanding Teenagers**

This 1-day course is for those working with parents of teenagers and/ or teenagers themselves. It provides an opportunity to understand teenage brain development and the adolescent developmental process, and strategies to support teenagers and those close to them.

### **Stress and the Brain in Children and Teenagers**

This half-day interactive session is for teachers, family support practitioners, youth workers and others who are interested in understanding more about what children and young people need from adults to help them manage stress.

### **Working with Muslim Families**

This 1-day training course will equip practitioners to work effectively with Muslim families. Based on the well-established Parenting Puzzle and Islamic Values programme, the course specifically considers how positive parenting strategies relate to Islamic values and religious teaching.

### **Playful Parenting (version for those not running groups)**

This 1-day course is for those who work with parents of young children and/or young children themselves. It provides an opportunity to explore the importance of play and how parents/carers can be playful with children in a way that enhances relationships.



### **Supervision Training**

This half-day, experiential course is for professionals who supervise Family Links trained Parent Group Leaders who deliver the Nurturing Programme to parents and carers. It is ideal for those who are new to supervision as well as those who would welcome extra ideas and structure to enhance what they are already doing.

### **Parent Webinars**

In addition to practitioner training, we offer a range of webinars for parents and carers that can be commissioned for delivery on a date and at a time to suit your needs. Topics include: Developing Emotional Resilience in our Family, Understanding Teenagers in our Family, Managing Boundaries in our Family, Managing Difficult Feelings and Being a Dad.

We also offer training for organisations on emotional health – enabling teams to consider this subject and its relevance for both themselves and the people they work with.

## **THINGS TO KNOW BEFORE YOU BOOK**

### **Are your programmes evidence-based?**

Family Links has been delivering training since 1997. Many of our local authority customers have been using the Nurturing Programme for decades because their practitioners love it and they have seen the impact on the families they support. Find out more about our impact by visiting the Impact and Evidence section of our website.

### **What training can you offer to SEND practitioners?**

The Nurturing Programme is broad and non-prescriptive and so it allows parents to think about their children wherever their children are and whatever their children's needs are, whether diagnosed or not – for example, on the autistic spectrum, very shy or lacking in confidence.

For practitioners who work with parents of children with disabilities or special needs, who train with us as a Family Links Parent Group Leader, we offer a handbook that we've developed in collaboration with clinical psychologists that enables them to use the Nurturing Programme in an adapted format for parents of children with a wide variety and spectrum of disabilities. Family Links the Centre for Emotional Health **is not** an expert SEND organisation.

### **Is your training accredited?**

Anyone who attends our training receives a certificate as proof of completion of the course. We encourage practitioners to attend refresher training and to extend their knowledge and practice by attending additional Continuous Professional Development (CPD) training. Many of our training courses are CPD accredited training courses. Please contact us to find out more.

### **I only have one person who can train as a Parent Group Leader and I know two are required to deliver**

In order to deliver our programmes to groups of parents, two trained Family Links parent group leaders are required, so you will need to ensure that two people train with us. They don't have to attend on the same training dates. Some of our customers have joined up with other local organisations in order to pool resources – facilitating training with other organisations and sharing training boards.

### **What extra support is available after training?**

Those who successfully complete training with us to deliver parent groups are given access to a restricted area of our website (PGL login) to access all information they need to enable them to deliver their parent groups. We like to keep in touch with those we train and refresher days are ideal for this when we share updates, top tips and best practice, provide an opportunity to raise issues and to share experiences with peers. We also encourage those who are delivering parent groups to visit the PGL login area of the website before starting a new group in order to download the most up-to-date resources to run their groups.

Our Head of Parent Programmes, Mary Taylor, is also available to support local areas and PGLs with implementing the Nurturing Programme and where relevant, with

developing their impact and evidence.

### **Team or open training?**

A team training is ideal if you have around 16 staff and you have an appropriately-sized room and the facility to offer refreshments. Team training helps to embed the Nurturing Programme across a setting, providing a shared language and consistent approach. Practitioners will also benefit from internal support enabling them to have a greater impact. If you don't have quite enough to fill a team training, why not join up with another organisation in your area?

For the best availability of team training dates, it is best to book training at least four months in advance. If you would like training to take place sooner than this, please get in touch; but there may be restrictions on date options. Parent Group Leader training usually takes place over two weeks (two days in week one and two days in week two). This is to allow time for reflection and the practical application of learning from the first two days of the training.

Open training is very popular and is bookable online for individuals via our website: [www.familylinks.org.uk](http://www.familylinks.org.uk) We release new training dates three times each year and our face-to-face training is delivered at various locations across the UK, in response to local demand.

For more frequently asked questions, follow the link on our Contact Us page on our website.

We appreciate the challenges you face as a commissioner and the daily demands and pressures you juggle, with stretched budgets and resources. We recognise that we ask a lot from trainees and their organisations in relation to the way in which to deliver the programmes. This is because we know it makes a difference for parents, and this is what will affect real change.

## OUR LEARNING PARTNERSHIP SCHEME

We work in collaboration with a number of local authorities and service delivery organisations to evaluate the impact of our programmes through our Learning Partnership Scheme.

This allows us to measure impact at the service/local authority level, providing both the service delivery organisation and Family Links with evidence against agreed parent, child and service-level outcomes for that area.

### **In order to enrol in the scheme:**

You would need to run a minimum of 10 parent groups per year and collect complete datasets from at least 50 parents for each programme that is being evaluated.

You would need to provide a designated local coordinator within your service who is responsible for collating and sending your data to Family Links.

### **In return, we will:**

Recommend appropriate measures and validated tools.

Analyse your data, including tests of statistical significance.

Provide you with either termly or annual reports to evidence the collective impact of Family Links programmes in your area.

### **The partnership process:**

Programme outcome measures are agreed and a booklet is produced by Family Links. The service delivery organisation nominates a local coordinator and ensures Parent Group Leaders are fully briefed on the data collection process and evaluation tools.

Parent Group Leaders ensure parents complete the evaluation booklets at the start and end of each parent group. The local coordinator ensures each group's data is collated and sent to Family Links either termly or yearly.

Family Links then analyses the data and provides a service-level report with evidence of the collective impact of the programme against parent, child and service outcomes.

If you're interested in setting up a Learning Partnership please email [evidence@familylinks.org.uk](mailto:evidence@familylinks.org.uk)

Quote from Jayne Foster, Family Support Services Team Manager at Children's Services, Buckinghamshire Council

*"We've fully embraced the Nurturing Programme ethos in our work with families. Parents really appreciate the non-judgmental, inclusive and empowering nature of it."*

Quote from Practitioner, Parent Group Leader Training

*“The whole programme is totally holistic and powerful. It captures all aspects of a family's life. The facilitators have been excellent all the way through. I feel privileged to have been able to attend.”*

Quote from Parent, 10-Week Nurturing Programme

*“I came on this programme full of anger and frustration with my eldest child. I had no relationship with her. Since being on this programme I have changed as a parent, my relationship with both my children has changed we're all very close and have a better understanding with each other, this programme has changed our lives for the better.”*

## RESOURCES

Our training includes a variety of resources such as handbooks and games.

For those who will go on to deliver groups, complete sets of boards are available to purchase as well as portfolio carrying cases. **For up to three months following team training, we offer a discount on resource bundles for the 10-week Nurturing Programme, the 4-week Talking Teens Programme, the 4-week Parenting Puzzle Workshops, the 8-week Welcome to the World Programme and the 4-week Keeping Your Child in Mind Programme.** Please note that it is not mandatory to purchase boards and Parent Group Leaders may prefer to create their own, using materials available in the PGL login section of our website.

### **The Parenting Puzzle**

Did you know that we've sold around 220,000 (and counting) Parenting Puzzle books since it was first available?! It's packed full of strategies, top tips and practical tools to encourage parents and carers to enjoy bringing up children and to get the best out of family life. An abbreviated version is currently available in six different languages: Czech, Polish, Slovak, Somali, Ukrainian, Urdu, Welsh as well as an interpreter's version.

### **Parent Group Leader Area of our Website (PGL Login)**

Those who have successfully completed Parent Group Leader, Welcome to the World or Talking Teens are given access to a dedicated section of our website which contains resources to enable them to facilitate parent groups. Instructions on how to access this are given at the end of each training.

## FIND OUT MORE

If you are interested in commissioning our training but are not yet ready to book, we'd be delighted to have a conversation with you to talk through options. We are very happy to arrange meetings in person, at our offices or yours, or if it's easier we can set up an online meeting via Teams or Zoom.

### CONTACT OUR BUSINESS DEVELOPMENT MANAGER

Alison Duffy, Business Development Manager  
Email: [development@familylinks.org.uk](mailto:development@familylinks.org.uk)  
Phone: +44(0)1865 401800

### CONTACT OUR TRAINING ADMINISTRATION TEAM

Thomas, Training Coordinator  
Sylwia, Training and Events Administrator  
Alan, Online Training and Systems Administrator  
Email: [training@familylinks.org.uk](mailto:training@familylinks.org.uk)

## HOW TO BOOK

### For team training bookings:

Once you've decided which training course you'd like to book, please contact Thomas to explore dates and potential venues.

### For open training bookings:

Visit our website [LINK:] [www.familylinks.org.uk](http://www.familylinks.org.uk) and head to the training calendar. From here you will be able to view locations and dates available for face- to-face and online training.

For any queries about **face-to-face** open training, please contact Sylwia.

For queries about **online** open training, please contact Alan.

### Payment:

Online courses can be booked and paid for online.

Face-to-face courses can also be booked and paid for online or we can email you a paper booking form to complete and return to us.

If you require an invoice, please add your purchase order number in the payment box when completing your booking.

If you wish to redeem a Family Links voucher, please add your voucher number in the payment box when completing your booking.

## THANK YOU



I hope that you have found everything you were looking for in this guide. If you have any questions or would like to talk through anything with us then please do get in touch. We are always keen to hear and learn from the experiences of commissioners and practitioners so that we can continue to offer transformative training and resources. Thank you for all you do to support families in all their different forms in your area.



## **KEEP IN TOUCH**

### **Our website**

There is a wealth of information about our training courses on our website: [www.familylinks.org.uk](http://www.familylinks.org.uk) along with a regularly updated blog section and an online booking calendar for our open training courses. We also have an online shop selling our training resources and other useful items. Please note that our website prefers you to access via Google Chrome.

### **Subscribe to our e-newsletter**

We send our e-newsletter three times a year and you can subscribe via our website.

### **Events**

We hold regular regional events and occasional national events. It's always good to network and it's vital that we learn from the real experiences of commissioners and practitioners so that we can offer the most appropriate training and resources. You may also see us at external events as exhibitors or speakers.

### **Social media**

You'll find us in all the usual places – Twitter, Facebook, Instagram, LinkedIn and YouTube. It's where we share interesting and useful information, up-to-the-minute availability for our open courses and other information.

[Facebook.com/FamilyLinksUK](https://www.facebook.com/FamilyLinksUK)

Instagram - [@familylinksuk](https://www.instagram.com/familylinksuk)

Twitter - [@FamilyLinksUK](https://twitter.com/FamilyLinksUK)

[Youtube.com/familylinksuk](https://www.youtube.com/familylinksuk)

[Linkedin.com/company/2839229](https://www.linkedin.com/company/2839229)



The Centre for Emotional Health

Email: [training@familylinks.org.uk](mailto:training@familylinks.org.uk)

Phone: +44(0)1865 401800

Website: [www.familylinks.org.uk](http://www.familylinks.org.uk)

Address: Units 2-3 Fenchurch Court, Bobby Fryer Close, Oxford, OX4 6ZN