

## ELF Case Study – Mike Cahill

In Kent, the training officers for Housing Benefit and Council Tax Benefit work in partnership through the KBP (Kent Benefits Partnership). We share training materials and deliver courses on behalf of KBP to delegates from authorities and outside organisations. Because all of the officers work in benefits, they are experts in that field.

Some of us had attended "Train the Trainer" courses before, but we asked for something that would give us new techniques to use. The ELF course details were given to us, and rather cynically to be honest, some of us attended. After all, what new ideas could we have that we hadn't heard before? Oh well, we might get something out of it - at least that was my thinking, and I'm sure some of my colleagues felt the same.

Anyway, we turned up on Monday morning, and by the break, we were involved, active, and yes, learning! Wow! By lunchtime, we were all convinced that this was good. We still were a little sceptical that any of this would transfer to benefit legislation, because it's dull, but at least we were now learning different techniques and WHY we should use them (learning styles etc...).

By the end of the course, we were totally fired up ready to revolutionise training in benefits. And we have!

We have got the other training officers to attend - despite their skepticism, and those that have already, we can see the difference.

We have made all of the courses we deliver - from full days and week-long courses with delegates from a variety of places on behalf of KBP to half-hour sessions in our own authorities - ELFed.

Delegates are amazed at the difference. Comments include things like;

"I've actually been thinking about what we discussed since that course."

"Excellent course. Was a lot of fun."

"Excellent course with EXCELLENT trainers. I have really enjoyed every day and found it very helpful."

"This was very informative and well-organised. Incorporated with games and had fun."

"Good to have lots of recaps. Excellent use of different teaching techniques and games and brainstorming. Lots of opportunities to ask questions."

"I enjoyed the course immensely."

"Very informative course. Trainers were brilliant. Highly recommend for future students."

"A must for anyone working in benefits, invaluable and very informative."

We have had people playing pass the parcel, runaround, blockbusters, call my bluff, taboo and more. We've had them catching balls, role-playing (but don't call it that!) and collecting flags off maps. And it works!

For example, two of us ran a benefits foundation course, which lasts 5 days. One of the delegates was sent on it, and we were told that she wasn't getting on very well in her authority. After the course, the person who told us this informed us that the delegate was transformed, and was now doing very well in her role, with an excellent knowledge of the legislation that she needed.

We have delegates complete evaluations and since ELFing, our average scores out of 5 are as follows;

	Pre-ELF	Post-ELF
Trainer	4.62	4.84
Deliver	4.40	4.69
Content	4.37	4.72

This is brilliant. So yes, I would highly recommend anyone, skeptical or not, to attend the course. For trainers, it is fantastic. The delivery makes it so much better too. I recently found my notes from an earlier "Train the Trainer" course. The trainer said the same things, but I seriously did not remember any of it from his course. Now, after 4 days ELFing, I know it and can use it. Excellent!

If you want to know any more, let me know. I've attached a couple of photos to show our training room after a weeks foundation course.

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