

Cyrenians

Scottish Centre for
Conflict Resolution

UNTANGLING THE KNOTS

Impact Event Summary Report 2021

Understand, Engage, Apply, Develop

***Understand** others, to **engage** effectively and **apply** conflict resolution skills to **develop** positive relationships and improved outcomes.*

Summary Report

UTK Impact Event, Wednesday 29th September 2021

"...it helped us reinforce our understanding for ourselves and how we have approached someone who is in crisis and has a lot of conflict, where the attitude and behaviour may be coming from, being able to take a step back and give it more understanding..."

Reflective extract

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Summary Report

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Introduction

The transition of the practitioner UTK course to an online platform was piloted at the end of 2020, which proved successful and consequently allowed us to continue to offer and provide the training.

The online provision also allowed easier access to the course for those whom previously had found it difficult or unviable due to travel, time and accommodation requirements. However, the course is only open to professionals and practitioners working in Scotland with families with young people.

Due to the course's continued success and the advantages of online delivery the SCCR proposes to deliver 4 courses per year.

The impact event was initially introduced as a secondary evaluation activity post-course. However, it was felt that the event needed to provide a forum for reflective practice, learning, and progression for those who attended. We have also opened the event out to any participant who has attended a UTK course, irrespective of when or where.

This event saw our first guest speaker, who was well received, and we will endeavour to invite in others to contribute to the impact events; if you have any recommendations, please let us know.

The SCCR is here for you and we are keen to explore opportunities to support you and those you work with to improve relationships and improve lives.

"Very invaluable training courses."

Event Agenda




1000	Welcome	Short informal introductions
1015	2021 Courses 1&2	Summary report What has been the impact – The Reflection
1045	Break	
1055	Guest speaker	Nick Child, BSc MB ChB MRCPsych MPhil Two Wishes Foundation.
	Topic	"Making a bigger impact together" ...how we can make a bigger impact together to help realise the inspiring positive upstream vision that we share.
1125	The Future	SCCR Training/Relationships/Working
1150	Plenary	Sum up and evaluation
1200	Close	

"Great course. Happy to be contacted again. Look forward to future courses."

Impact Summary

1.1 Key Performance Indicators

The feedback indicated that attending the UTK course:

- 
100% 7:7 Increased knowledge & understanding of policy & practice related to youth homelessness & working with families.
- 
86% 6:7 Increased confidence in abilities to support families to positively transform conflict and improve relationships.
- 
100% 7:7 Had applied the learning, to positively change the negative impact conflict has on relationships, mental health and emotional wellbeing (100% 7:7)

"Good learning and sharing in the break out rooms. Good course with great resources to be used with young people."

1.2 SCCR Digital resources:

Participants had identified where they have used the resources in personal and practice scenarios:

Sharing with colleagues online mainly because they're exceptionally well crafted for otherwise complex topics.

I have used the online resources with my own child, as I'm not working with other young people just now

I have accessed the resources from untangling the knots course and I have shared the list of courses etc. with work colleagues

I've shared the resources with my colleagues at Quarriers NW Carer's Centre

I have used the resources in sessions with families when delivering functional family therapy during skills training on emotional regulation

"I value evidence-based relationship and child developmental science and it's great to have such engaging ways to share it!"

Guest speaker

Nick Child, BSc MB ChB MRCPsych MPhil - Two Wishes Foundation

The international foundation building healthier families and transforming family break-ups - for the sake of our kids.



A big thank you to Nick for his contribution "Making a bigger impact together" ...how we can make a bigger impact together to help realise the inspiring positive upstream vision that we share.

Great to hear from Nick today. Think it's so important to try to improve the way family members talk/interact and not just write them off.

Participant comment

Two Wishes is a young international non-profit organisation dedicated to the health and well-being of children and families. A key aim is to reimagine family breakdown for the sake of our kids so that their family relationships continue beyond separation.

The outcome of effective professional campaigning is that culture does change, that the general public will see what's needed, and not accept the harm and tragedy we turn a blind eye to now; that politicians can and will change policy, children and adults will learn and be better prepared for life's challenges. Early compassionate support and skilled help will be readily available, the wrong systems will fade out. No longer will sufferers and helpers struggle so hard. No longer will finding better ideas and help be such an uphill struggle.

(extracts from the presentation)

For further information please visit <https://www.twowishes.org>

The Future

The SCCR is a Cyrenians' initiative that is always looking to improve, develop and support those who need it. We continually review and evaluate what we are doing and how we are doing it; we also survey, consult and on occasion work in collaboration with organisations and individuals to develop the work and resources to support professionals and practitioners, the families and young people.

The breakout activity saw participants discussing key themes related to the future of: SCCR training/relationships and working. Groups were facilitated by Duncan and Andrew.

'Together we can positively contribute to the lives of young people and their families to create a society where conflict isn't the norm, and when it does happen, we have the ability to navigate through to safe shores, or be clear about where to ask for help.'

Diane Marr SCCR Senior Network Development Manager (extract from [Transforming Conflict Improving Relationships & Lives 4 Year Report And 2019 National Survey](#))

Future Training

1. Participants enjoyed the UTK online and found it useful in their professional lives but particularly in their personal lives.
2. They would have benefited more from going into the sessions in greater detail - either at UTK online or with follow up sessions.
3. Participants want more training in basic mediation and then on mediating with YP & Families.
4. Recorded sessions would be great, as those that have already attended UTK could then deliver them or be supported to do so. Participants are already using the SCCR resources and UTK information to deliver CPD to their teams.
5. More regular training would be good.
6. The time that UTK (and other sessions) are delivered are often unsuitable for professionals/practitioners to attend. Evenings or lunchtimes would be good and breakfast sessions would be even better.
7. Participants agreed the UTK should continue to be offered to practitioners as all found it beneficial.
8. Participants were receptive to further advanced/ developmental training such as mediation and masterclasses.
9. A lot of discussion was focussed on how we could engage with young people which concluded with
 - a. Content had to be relevant to needs.
 - b. Age and gender were not a barrier to delivery – if young people felt a connection or benefit they would engage.
 - c. Youth workers could provide better understanding of training content in promoting it to young people (DG comment: SCCR could provide that to youth workers with more information and narratives).
 - d. Youth workers could promote the training through their peers and networks.
 - e. Is there a potential to link in with youth awards, for example part of the Duke of Edinburgh award?



Future Relationships:

1. There was no appetite for informal groups to meet with participants, time needed for work. I spoke about FB groups, WhatsApp groups etc but there was no enthusiasm. Participants would however like to attend events that had a relevant topic.
2. Similarly, the group were not particularly open to contact or social media groups
3. Practitioners were receptive to being contacted, consulted on or being part of working groups when developing related resources or training.



Doing things differently:

1. All the participants benefited from the training and found the resources useful for themselves and those that they work with.
2. Keep doing what we do just now but consider what was discussed regarding future training.



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3. Again, similar most of the practitioners were or had used the digital resources to support their practice, with some recommending them to their colleagues, all felt they were valuable resources.

Conclusion

This event brought together like-minded individuals who had attended and participated in the SCCR 'Untangling The Knots' course to reflect and share the impact of their applied and experiential learning.

Hopefully you were able to reconnect with your experience, reflect on your applied learning and build and strengthen your relationships.

Your feedback from the Future discussion activity will inform how the SCCR moves forward in the development of further relevant training and resources.

Our relationships will help build stronger networks of support and shared knowledge and resources. It starts with people talking to each other about what is on offer and the available (digital) resources to enhance their service and provision.

The SCCR team would want to thank you for your continued support and the significant contribution you are making in positively affecting the health and wellbeing of those in need, in addition to contributing to the reduction of youth homelessness in Scotland.

'Training is very helpful and easy to follow at a good pace. Resources were a great refresh for my tool belt in working with families and received well by families when I used them. Made complex themes understandable for all.'

Annex A - Nick Child's Biography

Biography

Nick Child, BSc MB ChB MRCPsych MPhil

A consultant psychiatrist with the NHS Child and Adolescent Mental Health Services in Lanarkshire until 2003, Nick grew up in India and has lived in Scotland for the past 50 years. In the past two decades, he worked in a voluntary sector family therapy team in Edinburgh, campaigning initially for the extension of the scope of family therapy and, more recently, for a wider recognition of the nightmare faced by many separating families and their children as a result of the systems we currently have in place to deal with family breakdown.

Annex B - Networking and Building Relationships: Contacts

Networking and Relationship Building: Contacts

sccr@cyrenians.scot

If you would like to added to the list please let us know.

Participants who were willing to have their contact details shared:

Name	Email	Job Title	Company
Audrey Walker-Kerr	audreywalkerkerr@gmail.com	Art Therapist	
Jennifer Longstaff	jenniferannelongstaff@gmail.com		
Rose Swindle	Rose.Swindle@glasgow.gov.uk	Functional Family Therapist	Glasgow City Health & Social Care Partnership
Wendy Kozinska	wendy.kozinska@quarriers.org.uk	Young Carer Co-ordinator	Quarriers
Yuan Benson	yuan.benson@quarriers.org.uk	Social Worker in Training	Quarriers Carer Service Moray

The Scottish Centre for Conflict Resolution (SCCR) offers a range of resources to better support young people, families and the people who work with them to deal with family conflict.

Acknowledgments

The SCCR would like to personally thank everyone who supports us in the development and delivery of our work and events in so many varying and valuable ways – we couldn't do what we do without you! Collaboration and working in partnership is the cornerstone in all that we do in the SCCR and Cyrenians.

Duncan Gordon, Trainer

Duncan is a qualified trainer and has worked in a variety of roles within the third sector for many years, working and managing projects related to the employability of ex-offenders and young people at risk of offending. Duncan's last position saw him involved in workforce development, designing and delivering staff development programmes and performance management workshops. As the SCCR's Trainer, Duncan delivers Conflict Resolution training to those who work with young people and families and to young people and families across Scotland.

Andrew Boyd, Mediation and Conflict Resolution Advisor

Andrew is a mediator and has worked with young people and their families for the Cyrenians Mediation & Support Service in Edinburgh. Andrew has also worked in community mediation, landlord/tenant mediation, workplace mediation and in the small claims court at Glasgow Sheriff Court. Following completion of an LLB in Law, Andrew completed his MSc in Mediation and Conflict Resolution at Strathclyde University. In his role with SCCR, Andrew inputs his conflict resolution experience to the SCCR resources and events, and also delivers training throughout Scotland to young people, parents/carers and professionals

CONTACT US TO FIND OUT MORE ABOUT OUR WORK

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