ACHIEVING SUSTAINABILITY

PLANNING FOR THE FUTURE

Online course participant pack

This participant pack provides details for the UNICEF UK Baby Friendly Initiative online workshop. Please read prior to the course.

Contents

THE BABY FRIENDLY INITIATIVE

unicef
UNITED KINGDOM

AIM OF THE COURSE

To support infant feeding leads and/or those involved with the UK Committee for UNICEF (UNICEF UK) Baby Friendly Initiative Achieving Sustainability standards to prepare to implement, monitor and support these in their service.

COURSE OVERVIEW

This course consists of one taught day facilitated remotely via Microsoft Teams. This will run from **9:15-16:00**, with plenty of comfort breaks (see schedule on page 3). Due to confidentiality and copyright, we ask that you do not record the online course.

EXPECTED LEARNING OUTCOMES

At the end of the course, participants will be able to:

1. Describe the Baby Friendly Initiative Achieving Sustainability standards and how these can be incorporated into the service

2. Develop an understanding of the need for sustainability to protect future service provision

3. Identify how Achieving Sustainability standards will be assessed in practice

4. Outline support tools and resources available and how to use these to best effect

5. Consider the importance of supportive leadership for sustainability

6. Discuss the role of the Guardian and how to engage and involve them to protect the standards

7. Explore content and delivery of management training and how to deliver effective training to managers within the service

8. Outline the importance of a positive, compassionate culture within the service and what can be done to encourage this

9. Explore the concept of root cause analysis and how this can be used to support monitoring and evaluation

10. Discuss the importance of a progressive approach and identify ways to engage and motivate colleagues and managers to support progression.

> **Please have available examples (leaflets, information packs or any other materials or ideas) that helped you implement the Baby Friendly Initiative standards to share with others during break times.**

TIMETABLE

| Time	Duration	Session	Outline of content
09.15	15 mins	**Arrival & tea/coffee**	
		Welcome and introductions	Welcome, house-keeping arrangements Introductions and course overview
		Changes and challenges	Evidence and policy Vulnerability of breastfeeding in the UK
11.00	15 mins	**Tea/coffee**	
		Introducing Achieving Sustainability	Protecting the role of the infant feeding lead Support networks Introduction to Achieving Sustainability
	.	**Leadership and management**	Importance of strong leadership Exploring the managers' training pack The role of the Guardian Assessment of this standard
13.00	45 mins	**Lunch**	
		Creating a positive culture	What does a positive culture look like? Mechanisms to support a positive culture Assessment of this standard
		Monitoring and evaluation	Ensuring standards remain on track Tools and resources to support in-depth monitoring The '5 whys' in action Group activity with working coffee Assessment of this standard
		Progression	Change and progression Kotter's step change model Going for Gold What happens post-Gold
15.45	15 mins	**Wrap up and close**	Queries, evaluation and close at 16.00

ACCESSING THE COURSE VIA MICROSOFT TEAMS

To join the online course, you will need to have access to Microsoft Teams and have downloaded the Teams app. Please let us know the email address you use to access Teams (either via your workplace or through a Microsoft account). For information on Teams, please **read this guide**.
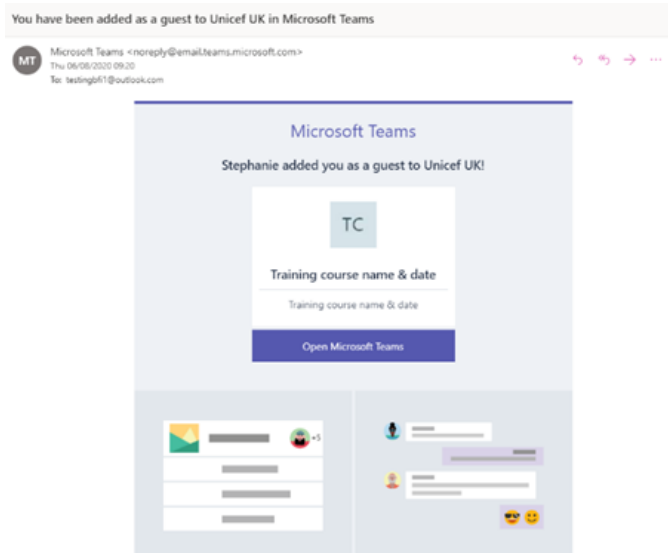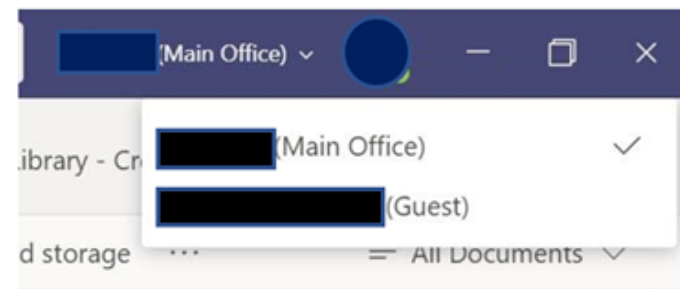

1. We will add you as a guest to a **Team** for the course. You will receive an email to let you know you have been added to the Team.
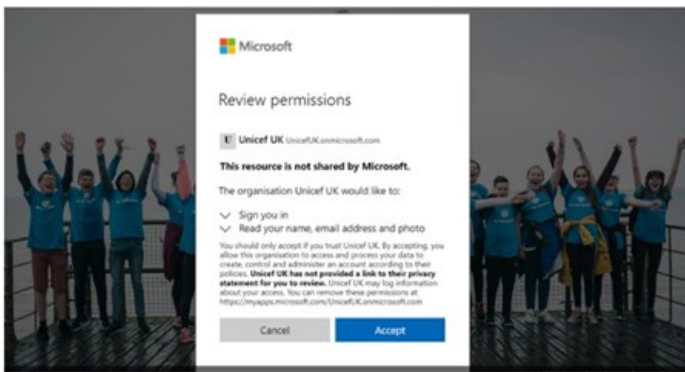

2. You may see a screen asking you to review permissions. Click **Accept** to proceed.
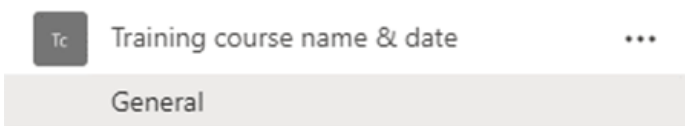
3. In your Teams app, you will then have access to the Team for the course. Click the **General** channel to access the meeting link.


4. If you use Teams for work, you may need to select the **UNICEF UK network** from the drop down by your profile picture to switch between your main account and guest access with UNICEF.
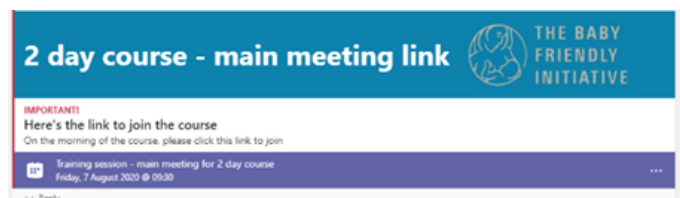
5. We will send an invite for the main meeting link for the course, and the link will also be posted in the **General channel** of the Team. On the day of the course, you can click "join" when the meeting has started from the link on the General channel.

Achieving Sustainability: Participant's pack

GUIDANCE ON MICROSOFT TEAMS

During the meeting, there is a **command bar** which will appear at the top of your screen:
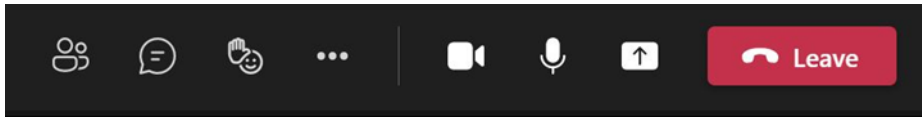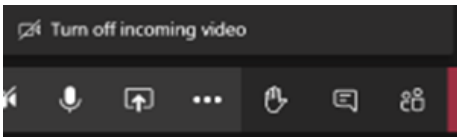

You can change your **video** and **audio** settings by pressing the buttons here:

Camera and audio are on.

Camera and audio are off. We recommend muting your microphone when you're not speaking to minimise any background noise for others.

You can access more menu options by clicking the **ellipsis.**

Turn off incoming video will mean you stay connected by audio, but will no longer see anyone else's video feed. Others on the call will still see the video, but this will help if you feel your connection is breaking up, as it may improve call quality.
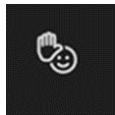
You can **raise (or lower)** your hand to get the tutor's attention or ask a question by clicking this icon. A yellow hand will appear by your name and will remain until you lower it.

Click the **message** icon to show the **conversation pane** that will appear on the right. The conversation pane will bring up the chat box which will be used throughout the course.
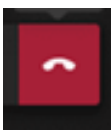
Click the **people** icon to show the **participants pane** that will appear on the right.
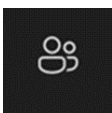
You can leave the meeting by clicking the red phone icon to **hang up.**

If you accidentally leave a call, you can re-join via the meeting link or from the meeting chat page where there should be a purple **join** button. During the course the tutors will give information on joining breakout rooms within the meeting.
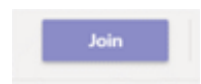
FURTHER GUIDANCE

There's a **Help section** in the bottom left corner of Teams. Click either **Topics** or **Training** to find out more about how to use Teams. In **Training** there's a number of short videos to take you through learning something new, or if you just want a refresher.
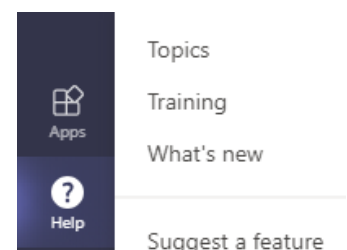
TIPS FOR TEAMS

We recommend considering the following aspects for joining the course via video call:

■ Test your setup before the course – make sure you have downloaded the Teams app and tested your computer settings and internet connection before the course.

■ Find a quiet space, if you can, and use headphones to help improve the sound quality.

■ Mute your microphone when not speaking to minimise background noise to the group. Remember to unmute if you are asking a question.

■ Consider your camera setup – having the light source to the side or in front of you will work best. Please have your camera on at all times during the course, if possible.

■ Troubleshooting – if you have connection issues, try closing down anything else on your computer and restarting Teams. You can make a test call and review your devices by clicking your profile picture in the top right, clicking Settings and then Devices.

■ We recommend joining from a computer or laptop rather than any other device (e.g. iPad or mobile). Joining on other devices may limit your functionality to take part in the course via chat and breakout rooms and we will be unable to provide specific technical support.

Settings

⚙ General	Plantronics Blackwire 3225 Series ⌄
🔒 Privacy	
🔔 Notifications	**Speaker**
🎧 Devices	Headset Earphone (Plantronics Blackwire 3225 Series) ⌄
🔲 Permissions	
📞 Calls	**Microphone**
	Headset Microphone (Plantronics Blackwire 3225 Series) ⌄

📞 Make a test call

Secondary ringer

None ⌄

Camera

USB Video Device ⌄