

The Ripple Effect of achieving a

Princess Royal  
Training Award

Mandy Preece, Volunteer Training Programme for Macmillan Caring Locally: 2017 recipient. Communications Trainer, Motivational Speaker and Author.

The Princess Royal Training Awards are a flagship programme delivered by the City & Guilds Foundation in association with the President of City & Guilds, HRH the Princess Royal

## Inspired

As a former hospice volunteer, Mandy understood how important it is that volunteers deliver best practice, and the vital role they can play in freeing up staff time.

## Activated

Created a volunteer training programme for Macmillan Caring Locally to upskill volunteers in communication skills and provide end of life support.

## Opportunity

Volunteers were given the opportunity to enhance the support they offered to patients and their families, particularly at the bedside.



## Awarded

The training focused on giving the volunteers the skills and confidence to be with people at end of life. It achieved the Princess Royal Training Award in 2017.

40%



5

Macmillan Caring Locally had a 40% increase of referrals with no increase in the number of paid staff, as volunteers were able to take on more responsibilities.

Mandy went on to deliver similar programmes to 5 other hospices and hospitals.

"The difference that the training made was that volunteers felt confident to sit with patients as they were dying. Otherwise some of the patients could have spent their last hours alone. The impact to them and their families is immeasurable."

Mandy Preece

## Hero

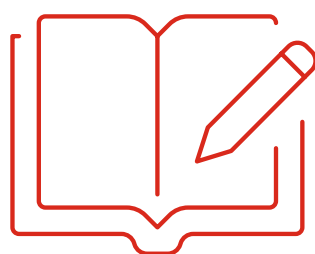
Became NHS Unsung Hero Volunteer of the Year in 2019.

## Helpforce

Joined the NHS/ Helpforce Steering Group on volunteering within the NHS and delivered a keynote at Expo 2019.

## Published

Realised that her communications training could be adapted to work with any audience. **Published a book about redefining listening: Being Rock.**



## Influence

Spoke about communications and knowing how to listen at an Award Alumni event and was contacted by Award recipient Belfast Met afterwards to **deliver communications training sessions to their wellbeing staff and leaders.**



"It was the best piece of training I've ever been on."

Attendee at Communications Training session, Belfast Met