

developing people, growing organisations

**CENTR>L**  
Consultancy & Training

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# The Training Directory

# The programmes

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# Section 1

## Becoming more effective

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- Advising & interview skills
- Assertiveness & confidence building
- Chairing skills
- Communicating for effectiveness
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- Core personal effectiveness
- Designing training for impact
- Effective meeting skills
- Improving your written business communications
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- Presentation skills
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- Risk management
- Stress awareness and supporting strategies
- Time and workload management
- Train the trainer
- Training skills for managers
- Understanding & working with the media
- Validating and evaluating training
- Working effectively in a changing environment
- Working through discomfort

# Course: Advising & interview skills

**Duration: 1 day**

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## **Target Group**

Housing staff who interview and advise customers.

## **Purpose**

This practical course will enable you to adopt a systematic approach to interviews and develop and practice effective interview techniques. You will have an opportunity to practise the key interpersonal skills which make interviews more effective.

## **Learning outcomes**

This course will enable you to:

- use interpersonal skills to make your interviews more effective
- plan and structure the interview
- keep control of interviews
- be able to deal with different types of interview and with customer expectations
- consider what can go wrong, and deal with difficult interviews

# Course: Assertiveness & confidence building

Duration: 1 day

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## Target group

A course for staff and first-line managers who want to increase confidence

## Purpose

To help you to make positive changes in attitudes and to communicate in an honest and direct way without fear or anxiety.

## Learning outcomes

This course will enable you to:

- apply the principles of assertive behavior
- share experience of difficulties in behaving assertively
- deal with critics
- say NO – without feeling guilty
- confront without being aggressive
- ask for time
- develop confidence
- develop a positive inner dialogue.

# Course: Chairing skills

Duration: 1 day

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## Target group

Current or prospective chairs who wish to explore effective chairing.

## Purpose

To build skills and confidence in the Chair's role and make meetings more effective.

## Learning outcomes

This course will enable you to:

- assess and refine your chairing skills building on your strengths
- prepare and structure meetings
- consider ways to increase participation and consensual decision making.

# Course: Communicating for effectiveness

Duration: 1 day

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## Target group

All staff who would like to develop confidence in verbal communication.

## Purpose

This training programme will build your confidence and help you be more effective in your interactions with colleagues and customers.

## Learning outcomes

This course will enable you to:

- promote mutual understanding between yourself and others
- define and recognise effective communication
- identify the process of how messages are relayed and received
- understand how miscommunication occurs and how this can be minimised
- identify and apply effective listening skills
- be aware of your own communication style and how this affects interactions
- appreciate diverse communication support needs.
- communicate better with people

# Course: Coping with stress

Duration: 1 day

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## Target group

Anyone who recognises that they may be experiencing symptoms of stress and would like to develop good coping and management strategies.

## Purpose

This programme is designed to help you assess your personal response to stress and to learn strategies to promote life balance for better health and well-being.

## Learning outcomes

This course will enable you to:

- define and recognise causes, signs and symptoms of stress
- assess the degree of balance required to promote your own psychological health and well being
- appreciate the significance of effective time and self-management in promoting stress management strategies
- differentiate between capacity for control and influence and focus on thinking and acting differently to support wellbeing.
- identify behaviour styles and the underpinning components of effective behaviours that support coping strategies
- develop personal action plans to develop your coping mechanisms.



# Course: Designing training for impact

Duration: 1 day

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## Target group

Trainers, facilitators and those with responsibilities for designing or modifying training programmes and sessions to maximise impact to learners.

## Purpose

This course will enable you to develop training programmes and sessions to maximise experiential learning opportunities for participants on your training events, thus facilitating the transfer of learning to the workplace.

## Learning outcomes

This course will enable you to:

- recognise processes of how adults learn more effectively
- identify the benefits and 'know-how' of instructional design
- distinguish between a range of training methodologies available to enhance different learning modes
- construct a cocktail of training and development activities that can aid transfer of learning within the workplace
- create programmes that enable learners to incrementally develop the skills and competencies required
- develop assessment strategies that enable you to chart learners development during and following participation on events.

# Course: Effective meetings skills

Duration: 1 day

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## Target group and purpose

This workshop is aimed at anyone who wants to reduce the cynicism and frustration associated with ineffective meetings, whether you have responsibility for organising and chairing meetings, or want to become an influential and effective participant at meetings.

The workshop will highlight the fundamental processes which underpin effective meetings and provide an overview of key interpersonal skills to enable you to participate confidently in meetings.

## Learning outcomes

This course will enable you to:

- chair
- plan and structure
- prepare effectively
- manage and contribute to discussion
- summarise/clarify
- record

Using

- verbal and non-verbal communication
- personal assertiveness
- techniques for managing difficult situations

# Course: Improving your business writing

Duration: 1 day

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## Target group

Staff who wish develop their business communication skills.

## Purpose

This course will help you to define plain English and to structure, plan and produce more effective reports, letters and other written communication.

## Learning outcomes

This course will enable you to:

- describe what makes communication effective
- understand what plain English is all about
- plan and structure what you write
- avoid wordiness and make yourself clear
- practise writing in plain English

# Course: Grammar and punctuation explained

Duration: 1 day

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## Target Group

This workshop is aimed at people who are eager to know the difference between a colon and a semi-colon, how to capitalise properly or where to put an apostrophe.

## Purpose

This workshop will help you develop your skills and confidence in grammar and punctuation.

## Learning outcomes

This course will enable you to:

- produce written material that is grammatically correct and punctuated well to aid understanding
- describe the principles behind grammar and punctuation.
- describe the main types of punctuation and when to use them

# Course: Handling conflict & aggression

Duration: 1 day

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## Target Group

Any individual who needs to develop skills & coping strategies in relation to dealing with conflict and aggression.

## Purpose

This course will work on issues surrounding conflict & aggression. It will increase delegates' awareness and understanding and enable them to develop the necessary skills to recognise potentially aggressive situations and deal with them effectively.

## Learning outcomes

This course will enable you to:

- share experiences of difficult situations
- understand the factors which contribute to escalating conflict & aggression
- learn preventative measures and ways to create a safer working environment
- understand the importance of assertiveness and self-confidence
- develop support systems and plans for action
- recognise and avoid dangerous situations
- understand your personal responses to conflict & aggression
- learn practical coping strategies.

# Course: Introduction to NLP

Duration: 1 day

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## Target group

Anybody who would like to improve their communication skills and confidence.

## Purpose

To introduce participants to the concept that is NLP, and to have the opportunity to practise skills and techniques and develop their effectiveness as communicators.

## Learning outcomes

This course will enable you to:

- understand the art and science of NLP
- help yourself and others identify positive outcomes
- practise effective communication techniques
- develop strategies for influencing others.

# Course: Introduction to project management

Duration: 1 day

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## Target group

This workshop is aimed at anyone who has, or will be taking on, responsibility for managing projects.

## Purpose

Projects are vehicles of change, undertaken in response to an identified business need. Projects occur outside everyday management operations - they are significant special tasks with clearly defined objectives and limits of time & costs. Projects can challenge traditional working practices and create significant disturbance to day-to-day operations.

The workshop provides a comprehensive introduction to managing project performance, stakeholders and processes. It will provide participants with a clear project management structure and an understanding of the core skills needed to manage projects more effectively. They will have the opportunity to consider how this applies to a project of their own.

## Learning outcomes

This course will enable you to:

- describe what a project is
- describe the key dimensions, life-cycles, processes and structures involved in project management.
- identify the importance of effective project leadership
- develop practical project management skills

# Course: Introduction to supervisory management

## Duration: 2 days

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### Target group

Anyone new to supervision or team leadership.

### Purpose

This two-day workshop will provide practical, down-to-earth skills and knowledge to help you to deliver effective supervision.

### Learning outcomes

This course will enable you to:

- explain the background and duties for effective supervision.
- consider what people expect from their supervisor – how can we best help people to perform well
- describe the roles and responsibilities of supervisors and supervisees
- understand your own management style, and how to adapt style for different situations
- describe what motivates people at work, and how to create a motivating climate within the workplace
- develop a supervision structure to give people the time and attention they need
- make an action plan to put learning into practice.



# Course: Managing training

Duration: 2 days

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## Target group

Aimed at middle managers & more experienced staff.

## Purpose

This programme is particularly suitable for people who have responsibility for identifying needs and arranging for training of others, such as managers, supervisors and HR staff.

## Learning outcomes

This course will enable you to:

- describe the Adult Learning Cycle and the principles of adult learning
- identify different learning styles
- undertake training needs analysis
- set SMART learning objectives
- evaluate training
- assist trainees to put learning into practice.

# Course: Just a Minute: Producing Effective Minutes & Agendas

**Duration: 1 day**

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## **Target group**

Anyone involved in or likely to become involved in, preparing for and recording business meetings.

## **Purpose**

To consider different types of minutes and agendas, identify the purpose of taking minutes and build confidence in minute taking

This course is concerned with the practical problems involved in taking notes, selection of material and composition of minutes which are accurate and helpful to the reader.

## **Learning outcomes**

This course will enable you to:

- Draw up an agenda
- Understand the different types of minutes, their layout and composition, and the recording decisions
- Learn about styles of writing, including the importance of being concise, factual and writing in the correct tense
- Take part in practical exercises in minute taking

# Course: Negotiation skills

Duration: 1 day

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## Target group

Staff involved in internal and external negotiations.

## Purpose

This one-day course will enable participants to learn and practise the skills needed to achieve 'win-win' outcomes and build better relationships.

## Learning outcomes

This course will enable you to:

- establish whether “win – win” is possible
- understand the role of the parties involved, and the importance of good preparation including the “worst-way” scenario
- identify the key points of successful negotiation
- get from “no” to “yes”
- deal with a breakdown in negotiation, and arriving at a satisfactory outcome for all parties.

# Course: Personal and professional effectiveness

Duration: 1 day

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## Target group

Any staff who would like to develop their effectiveness on a professional and a personal level. An ideal course for first time and front line managers.

## Purpose

This programme is designed to provide the learner with tried and tested tools, techniques to increase self-awareness and identify how you can increase your personal effectiveness and therefore have an impact on professional and organisational effectiveness.

## Learning outcomes

This course will enable you to:

- identify the impact that effective self-management tools and techniques can have on increasing personal and professional effectiveness
- define dimensions of professional and personal needs and create a balance
- create your personal vision and define personal guiding principles
- recognise and select strategies for improving professional self-management
- organise your work and execute your tasks – linked to your priorities
- apply decision - making tools and techniques for creative problem - solving
- recognise and select techniques to improve communication and manage relationships more effectively with colleague and customers
- identify personal stressors and personality-type
- select strategies to harness stress

# Course: Presentation skills

Duration: 1 day

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## Target group

Anyone who needs to develop skills in making presentations

## Purpose

To improve your confidence in designing and delivering professional presentation and share some top tips.

## Learning outcomes

This course will enable you to:

- describe a range of techniques which help people to learn in groups
- identify the key elements to consider in making a presentation
- write clear, specific objectives for your presentation
- design and deliver a short presentation
- evaluate effectiveness of presentations

# Course: Report writing

Duration: 1 day

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## Target group

People new to report writing and more experienced report writers who wish to revisit or refresh their skills.

## Purpose

To provide the skills needed for effective report writing. Using a variety of report methods this course will help you to put information together in a clear and well-structured manner that meets the needs of the report audience

## Learning outcomes

This course will enable you to:

- describe the purpose of, and analyse the audience for the report
- plan the preparation and writing of reports
- select an appropriate structure for the report
- focus on clear objectives and outcomes and make recommendations that achieve the purpose
- select and use an appropriate writing style

# Course: Time and workload management

Duration: 1 day

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## Target group

Anyone who wishes to manage themselves and use their time more productively and effectively to meet the demands of their busy work roles.

## Purpose

The programme is designed to support you to manage your time and yourself to best effect, enabling you to organise and action the right activities at the right time.

## Learning outcomes

This course will enable you to:

- identify the areas in which you can organise your time more effectively by tackling the important priorities and activities within your work
- apply principles of being proactive in anticipating and effectively planning your time to tackle procrastination
- systematically plan and schedule your days for maximum effectiveness
- apply your learning to a group based activity
- identify a personal action plan to apply the frameworks and techniques to increase your productivity

# Course: Training skills for managers

Duration: 2 days

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## Target group

Managers and staff

## Purpose

Managers and staff who wish to develop their knowledge and skills in relation to training and developing others. The workshop will model a variety of different methods and provide participants with practical ideas to take back to the workplace

## Learning outcomes

This course will enable you to:

- understand how adults learn
- identify individual and group learning needs
- explore different individual and group training methods
- plan a group training session
- prepare a presentation
- evaluate the effectiveness of training interventions.



# Course: Training skills for trainers

Duration: 1 day

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## Target group

Managers and staff

## Purpose

Managers and staff who wish to develop their knowledge and skills in relation to training and developing others.

The workshop will model a variety of different methods and provide participants with practical ideas to take back to the workplace.

## Learning outcomes

This course will enable you to:

- understand how adults learn
- identify individual and group learning needs
- explore different individual and group training methods
- plan a group training session
- prepare a presentation
- evaluate the effectiveness of training interventions.

# Course: Train the trainer

Duration: 1 day

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## Target Group

Managers and staff who wish to develop their knowledge and skills in relation to training and developing others.

## Purpose

The workshop will model a variety of different methods and provide participants with practical ideas to take back to the workplace

## Learning outcomes

This course will enable you to:

- understand how adults learn
- identify individual and group learning needs
- explore different individual and group training methods
- plan a group training session
- prepare a presentation
- evaluate the effectiveness of training interventions.

# Course: Understanding & working with the media

Duration: 1 day

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## Target group

This course is suitable for anyone who is new to, frightened of, or lacks confidence in dealing with the media – be it newspapers, radio, TV or web-based media.

## Purpose

This course is designed to take the complexity and fear out of dealing with the media. It provides an excellent introduction to understanding how the media works and will give you greater confidence to deal with the media in future.

## Learning outcomes

This course will enable you to:

- understand the value of publicity
- understand what journalists want and the different ways of getting publicity
- learn the techniques behind writing good press releases
- learn what to say (and what not to say) to journalists
- identify successful techniques for newspaper, radio and TV interviews
- understand the pros & cons of using celebrities for publicity purposes.

# Course: Preparing for change

Duration: 1 day

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## Target group

Those who wish to understand change processes, learn strategies to change effectively and adopt proactive responses for change integration.

## Purpose

This course will provide you with strategies to work more effectively in a changing environment by exploring pathways for managing change successfully.

## Learning outcomes

This course will enable you to:

- identify change processes and recognise the underpinning principles for managing change more effectively
- assess your 'response-tendencies' to change, identify resistance and apply strategies to remove the barriers that inhibit effective change management
- identify current and anticipated changes within the environment and consider the requirements and potential plans required to manage them
- apply change management learning, analysis tools and frameworks to develop an individual strategy for maximising successful change integration within your work

# Course: Working through discomfort: a person-centred approach to dealing with conflict

Duration: 1 day

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## Target group

Managers and/or practitioners seeking a better understanding of themselves and others. It will introduce a range of techniques and approaches that can be used and drawn on as needed during the working day.

## Purpose

It is not unusual to find that the working week is filled with difficult meetings, conversations, interruptions etc be they planned and expected, unexpected and unwelcomed, from internal colleagues or other outside sources. Either way, there is a route through them which begins to concentrate on the actions and behaviours of all relevant parties. This course offers an alternative approach to dealing with conflict which puts the emphasis on the recipient knowing themselves first above all others. After all, what is discomfort for one person is a challenge for another!

This programme aims to provide an extended thought process about how to tackle those awkward and emotional instances/people/moments of conflict etc – and more importantly what they might begin to know about themselves as a first stop, in these time consuming and emotionally draining transactions.

The programme content is built around the following framework:

- **How much do you know about yourself first?** – Work that references the Emotional Intelligence Framework with a focus on ‘Self Awareness’ and ‘Self Management’.
- **Your ‘values’ for dealing with people** – A look at what’s important for individuals when dealing with people.
- **Knowing what’s made me who I am** – Some work through belief systems and understanding their place, how they are formed and what makes us who we are.
- **Finding common ground for our starting points** - Techniques for building rapport in person, through telephone contact and through written correspondence.
- **Finding alternative perspectives and approaches** – Some alternative ways to handling potentially awkward or uncomfortable situations by ensuring we see the situations through the lens of other people before our own.

## Learning outcomes

By completing this programme, delegates will:

- Be better able to recognise the values and common ground needed in working with people in situations of awkwardness, conflict or disharmony.
- Develop an understanding to know ‘self’ first above all others, and how those owned emotions influence our daily strategies at work, home and in leisure time.
- Have explored the need to build rapport and common ground as a means to ensure effective relationships in different situations.
- Have been introduced to techniques and applications that support effective communication in sensitive and difficult moments and occasions.

# Section 2

## Management skills

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- Building your team – the manager’s role (Building a winning team)
- Chairing skills
- Recruitment & retention
- Staff appraisal
- Finance for non-finance managers
- Introduction to supervisory management
- Managing difficult staffing situations
- Managing diversity
- Managing stress in others
- Managing training
- Train the trainer
- Training skills for managers
  - Validating and evaluating training

# Course: Building a winning team – the managers role

**Duration: 1 day**

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## **Target group**

First line managers, team leaders and supervisors

## **Purpose**

This course will help managers understand the key elements of team-building and know how to use them.

## **Learning outcomes**

This course will enable you to:

- develop your skills and confidence in building your own team.
- understand what makes an effective team and the contributions of team members
- describe the roles of the team leader, and of team members
- review the performance of your own team
- select and use appropriate team building activities
- experience team building activities appropriate to each stage of team formation.

# Course: Chairing skills

Duration: 1 day

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## Target group

Current or prospective chairs who wish to explore effective chairing.

## Purpose

To build skills and confidence in the Chair's role and make meetings more effective.

## Learning outcomes

This course will enable you to:

- assess and refine your chairing skills building on your strengths
- prepare and structure meetings
- consider ways to increase participation and consensual decision making.



# Course: Recruitment & retention

Duration: 1 day

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## Target group

Any staff with the responsibility for recruitment and selection who need to develop or update their skills and knowledge in this area.

## Purpose

Effective recruitment and retention are key elements in delivering organisational success. This course will give you the skills and knowledge you need to carry out recruitment and selection fairly and effectively and retain your staff.

## Learning outcomes

This course will enable you to:

- analyse vacancies
- write person specifications using a best practice model
- make sure you attract the people with the required competencies
- implement good practice in recruitment
- learn and practice interview skills
- use selection tests, exercises and other assessment methods
- use references wisely
- develop techniques to retain the staff you recruit.

# Course: Staff appraisal

Duration: 1 day

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## Target group

New or existing managers who wish to develop effective appraisal skills.

## Purpose

This course will give you the knowledge, skills and confidence to appraise others effectively and reinforce the importance and value of appraisal.

## Learning outcomes

This course will enable you to:

- be clear about the necessity for appraisal, both formal and informal
- understand the different stages in the appraisal process
- learn the roles of appraiser and appraisee
- learn and practice the interpersonal skills necessary to conduct successful appraisals
- set targets and performance standards
- practise your skills in an appraisal interview.

# Course: Finance for non-finance managers

Duration: 1 day

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## Target group

Any manager who needs to develop a better understanding of registered providers' finances.

## Purpose

To understand how the Finance department functions on a day to day basis and to look at the use of Business Plans within a financial context

## Learning outcomes

This course will enable you to:

- understand of the differences between revenue and capital
- understand the sources and applications of revenue and capital
- consider the nature and purpose of a business plan
- have the opportunity to take part in a business planning simulation to illustrate how to plan for the future of your business.

# Course: Introduction to supervisory management

Duration: 2 days

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## Target group

Anyone new to supervision or team leadership.

## Purpose

This two-day workshop will provide practical, down-to-earth skills and knowledge to help you to deliver effective supervision.

## Learning outcomes

This course will enable you to:

- explain the background and duties for effective supervision.
- consider what people expect from their supervisor – how can we best help people to perform well
- describe the roles and responsibilities of supervisors and supervisees
- understand your own management style, and how to adapt style for different situations
- describe what motivates people at work, and how to create a motivating climate within the workplace
- develop a supervision structure to give people the time and attention they need
- make an action plan to put learning into practice.

# Course: Managing difficult staffing situations

Duration: 2 days

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## Target group:

Managers and supervisors who have responsibility for managing staff.

## Purpose

This 2 day course will enable you to handle difficult staffing situations more effectively including dealing with sickness, absence, capability, poor performance and employee relations issues.

## Learning outcomes

This course will enable you to:

- have an overview of employment law
- test the responsibilities and rights of managers and employees when the employment relationship is not progressing smoothly
- identify the different types of difficult staffing situations and strategies for managing them
- develop an awareness of different techniques to support workers to change and how to proceed if no change occurs
- describe the options for further action when informal processes have failed to achieve change

# Course: Managing stress in others

Duration: 1 day

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## Target group

Managers who want to deal effectively with workplace stress

## Purpose

The course provides managers with an opportunity to increase their understanding of their role and responsibilities for managing stress in others.

## Learning outcomes

This course will enable you to:

- understand stress and change and the role of the manager
- describe some of the causes and effects of stress
- recognise signs and symptoms of stress
- identify what stress is
- develop strategies to look after yourself, to reduce and manage your own stress and the stress of those you manage
- apply some simple methods of relaxation
- understand the duty of care / legal context
- help team members choose new behaviours
- have practised counselling / listening skills
- have identified support mechanisms
- have developed an action plan.

# Course: Managing training

Duration: 2 days

---

## Target group

Aimed at middle managers & more experienced staff.

## Purpose

This programme is particularly suitable for people who have responsibility for identifying needs and arranging for training of others, such as managers, supervisors and HR staff.

## Learning outcomes

This course will enable you to:

- describe the Adult Learning Cycle and the principles of adult learning
- identify different learning styles
- undertake training needs analysis
- set SMART learning objectives
- evaluate training
- assist trainees to put learning into practice.

# Course: Advanced Report writing

Duration: 1 day

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## Target group

More experienced report writers who wish to revisit or refresh their skills.

## Purpose

To provide the skills needed for effective report writing. Using a variety of report methods this course will help you to put information together in a clear and well-structured manner that meets the needs of the report audience

## Learning outcomes

This course will enable you to:

- describe the purpose of, and analyse the audience for the report
- plan the preparation and writing of reports
- select an appropriate structure for the report
- focus on clear objectives and outcomes and make recommendations that achieve the purpose
- select and use an appropriate writing style



# Course: Training skills for managers

Duration: 2 days

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## Target group

Managers and staff

## Purpose

Managers and staff who wish to develop their knowledge and skills in relation to training and developing others.

The workshop will model a variety of different methods and provide participants with practical ideas to take back to the workplace

## Learning outcomes

This course will enable you to:

- understand how adults learn
- identify individual and group learning needs
- explore different individual and group training methods
- plan a group training session
- prepare a presentation
- evaluate the effectiveness of training interventions.

# Course: Training skills for trainers

Duration: 1 day

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## Target group

Managers and staff

## Purpose

Managers and staff who wish to develop their knowledge and skills in relation to training and developing others.

The workshop will model a variety of different methods and provide participants with practical ideas to take back to the workplace.

## Learning outcomes

This course will enable you to:

- understand how adults learn
- identify individual and group learning needs
- explore different individual and group training methods
- plan a group training session
- prepare a presentation
- evaluate the effectiveness of training interventions.

# Course: Train the trainer

Duration: 1 day

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## Target Group

Managers and staff who wish to develop their knowledge and skills in relation to training and developing others.

## Purpose

The workshop will model a variety of different methods and provide participants with practical ideas to take back to the workplace

## Learning outcomes

This course will enable you to:

- understand how adults learn
- identify individual and group learning needs
- explore different individual and group training methods
- plan a group training session
- prepare a presentation
- evaluate the effectiveness of training interventions.

# Section 3

## Equality & Diversity

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- Equality Act
- Equality and diversity
- Equality impact assessment practical workshop
- Managing diversity
  - Cultural awareness
  - Disability awareness
  - Equality and diversity for Board Members

# Course Equality & Diversity

**Duration: 1 day**

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## **Target Group**

This workshop is open to staff who require knowledge of equality and diversity, the changing legislative context and industry-specific performance framework.

## **Purpose**

The session will help staff to understand the current and future legal and policy context of equality and diversity for housing organisations and to consider the main implications and priorities for the association in this area. Participants will also start to consider their own role in promoting equality and diversity and in particular how they can contribute to Equality and Diversity plans.

The session aims to help participants to have a fuller understanding of:

- The main terms and concepts involved in the area of Equality and Diversity
- How discrimination can happen and what the effects can be
- The main themes of current and forthcoming anti-discrimination legislation and policies and the housing policy context
- Good practice examples in the area of equality and Diversity

## **Learning objectives**

By the end of the session participants will be able to:

- Explain the main terms involved in the arena of Equality and Diversity
- Describe how discrimination happens and what the effects are.
- Describe the main themes of current and upcoming anti-discrimination legislation and policies
- Identify and promote good work practice in the context of equality and diversity

# Course: Equality impact assessment practical workshop

**Duration: 1 day**

---

## **Target group**

This workshop is intended for managers with specific responsibilities to undertake the equality impact assessments as part of their role.

## **Purpose**

This workshop is designed to develop participants' confidence, awareness and understanding in undertaking equality impact assessments.

## **Learning outcomes**

This course will enable you to:

- describe the drivers of equality impact assessment
- define the relevant levels of assessment for identifying and prioritising functions/policies for equality impact assessment
- identify and apply the relevant stages of the process for undertaking equality impact assessment
- develop practical skills in conducting an equality impact assessment
- identify potential opportunities for involving and engaging stakeholders in the process
- identify a prioritised action plan for progressing equalities impact assessment within their organisation.

# Course: Promoting diversity in your organisation

Duration: 1 day

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## Target group

All staff including front line staff, supervisors and managers.

## Purpose

This course is designed for all individuals who wish to increase their effectiveness in their own ability to deal with their co-workers, customer groups and other stakeholders linked to their organisation. The programme provides a framework for the practical application of personal strategies to promote effective diversity management.

## Learning outcomes

This course will enable you to:

- define the term 'diversity' and what it means to individuals practice
- consider the benefits of collectively working towards a diverse organisation
- explain the driving and constraining forces impacting on managing diversity
- define the potential barriers to acknowledging and recognising diverse needs
- recognise the skills and knowledge in managing relations with diverse staff, customers and other stakeholders
- examine your own values and attitudes towards difference
- illustrate the conditions necessary to foster appreciation of difference
- tackle prejudice and discriminatory behaviours with more confidence
- develop personal strategies to overcome language and communication differences
- contribute to creating a more 'inclusive' environment.

# Course: Disability awareness training

Duration: 1 day

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## Target group

All staff involved in delivery, provision and planning of accessible services.

## Purpose

To raise awareness of the diversity of needs of customers, co-workers and other stakeholders, to enable the development and provision of sensitive working practices and accessible services for disabled people.

## Learning outcomes

This course will enable you to:

- define the term 'disability' and recognise the broad implications of related legislation
- distinguish between the main models of disability and relevance to service provision
- identify the route towards 'self-definition' and appropriate language/terms to use
- explain the driving and constraining forces to provision of accessible services and anti-discriminatory practice
- develop personal communication strategies to initiate communication with people with diverse communication support needs.



# Section 4

## Customer focused service delivery

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- Consulting with customers
- Customer care for social housing
- Dealing with conflict and aggression
- Dealing with people we find difficult
- Involving and engaging customers
- Telephone techniques

# Course: Consulting with customers

Duration: 1 day

---

## Target group

This workshop is aimed at who wish to carry out simple and time effective customer research that will really tell you what your customers are thinking.

## Purpose

The workshop will allow delegates to clarify what information is required and the appropriate methods of consultation.

## Learning outcomes

This course will enable you to:

- use effective sampling skills- what type of person do we need to consult, going beyond the “usual suspect”
- use at least three different types of research techniques- surveys, interviews and focus groups
- apply project management skills
- explore ways to analyse and present data.

# Course: Customer care for social housing

**Duration: 1 day**

---

## **Target group**

If you work with customers or if you manage front line services, this course will support your delivery of excellent customer services.

## **Purpose**

This course will enable you to recognise, understand and develop excellent customer services skills that add value to your customer and your organisation.

## **Learning outcomes**

This course will enable you to:

- understand your personal responsibility in promoting excellent service quality
- understand the significance of customer care and promote customer loyalty
- know the range of diverse customer groups you deal with and establish their differing expectations in order to understand how to better meet their needs
- clarify the range of services Registered Providers provide, and establish customer expectations
- understand the need to mainstream diversity and inclusion into customer care
- recognise that you are the face of your organisation and that customer opinions are based on what you present.

# Course: Dealing with conflict and aggression

Duration: 1 day

---

## Target group

Any individual who needs to develop skills & coping strategies for dealing with conflict and aggression.

## Purpose

This course will increase delegates' awareness and understanding of conflict & aggression, and enable them to develop the necessary skills to recognise potentially aggressive situations and deal with them effectively.

## Learning outcomes

This course will enable you to:

- share experiences of difficult situations
- understand the factors which contribute to escalating conflict & aggression
- learn preventative measures and ways to create a safer working environment
- understand the importance of assertiveness and self-confidence
- develop support systems and plans for action
- recognise and avoid dangerous situations
- understand your personal responses to conflict & aggression
- learn practical coping strategies.

# Course: Dealing with people we find difficult

Duration: 1 day

---

## Target group

Staff who need to interact and communicate more effectively with people they find difficult.

## Purpose

This programme is designed to provide participants with insights, knowledge and skills to positively support interactions with people they find difficult.

## Learning outcomes

This course will enable you to:

- describe the aspects and behaviours of people that we find difficult to engage with
- analyse the difficult behaviours in context of the factors that can contribute to the behaviours presented
- differentiate between the different 'modes' that comprise the transactional nature of interactions
- identify the different behaviour styles that people present and effective modes to support meaningful interactions
- assess the verbal and non-verbal aspects of communication that support positive interactions with others
- select personal strategies to manage difficulties with others, including conflict, emotion and anger in interactions with others.

# Course: Involving and engaging customers

Duration: 1 day

---

## Target group

Housing providers seeking to mainstream the involvement of customers in planning, developing and evaluation of their service

## Purpose

This session provides a good opportunity to review organisational policy and practice around involvement and engagement of customers. Are you up to speed? If you're fed up with meetings that no one attends or questionnaires that no one fills in, how about a radical rethink of how you work with your service users?

## Learning outcomes

This course will enable you to:

- identify what is expected of housing providers in relation to customer involvement
- describe why customer involvement and engagement is important and how it benefits all
- identify barriers to engagement and how they might be overcome
- identify best practice in customer involvement
- give examples of creative ways to involve customers
- give examples of low cost projects and evaluation.

# Course: Telephone techniques

Duration: 1 day

---

## Target group

Everyone who uses a telephone, especially those in a customer facing role.

## Purpose

To enable participants to learn or refresh the techniques and skills needed to provide a friendly and professional service on the telephone

## Learning outcomes

This course will enable you to:

- understand how to create a positive, confident and professional image to both internal and external customers
- be able to attract new customers and retain existing ones
- communicate confidently to create the right atmosphere and control calls
- develop the skills required to handle unhappy customers
- identify the essential skills required for a consistently high standard of professional telephone behavior.

# Section 5

## Housing Law & Welfare Benefits

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- Benefits for older people
- Debts and benefits for vulnerable people
- Housing for older people
- Housing law update
- Introduction to housing law
- Relationship breakdown and tenancy rights
- Rights of succession, assignment and exchange
- Homelessness law – introduction
- Homelessness law – assessing homelessness applications
- Housing Law for Supported Housing staff
- Making homelessness decisions and writing homelessness decision letters
- Homelessness caselaw update
- Status and security of tenure



# Course: Benefits for young people

Duration: 2 days

---

## Target Group

This course is for staff that work directly with young people aged 16-25 who are homeless or at risk.

## Purpose

This 2 day programme is to give participants the skills to advise young people on the benefits, financial support, education and training opportunities that are open to them and practical skills to access these benefits/opportunities.

## Learning outcomes

This programme will include the following content:

- (i) Financial Support for those outside Education, Training and Work  
Income Support, Income Based Jobseekers Allowance, Severe Hardship Payments, other benefit possibilities, Children (Leaving Care) Act 2000, claim procedures and the adviser's role in supporting young people to make claims, employment and support allowance for people under 18.
- (ii) Young People remaining in Learning  
An overview of the impact of studying on benefits the definitions of 'study' and 'relevant education' for benefit purposes; effect of studying on IS, JSA and employment and support allowance.
- (iii) Other circumstances  
Young People subject to immigration control, Benefits for those who are ill or disabled
- (iv) Housing Benefit  
Claims, backdating, overpayments, Discretionary payments, Extended Payments
- (v) The Social Fund

# Course: Debts and benefits for vulnerable people

Duration: 1 day

---

## Target group

Staff who are working with clients with mental health problems or learning difficulties who are having difficulty managing their money and are in debt.

## Purpose

This is an introductory course and will enable participants to identify the difference between priority and non-priority debts and the tactics for dealing with each type of debt.

## Learning outcomes

This course will enable you to understand:

- what is a priority debt and how it should be dealt with
- what powers non-priority creditors have
- what are the limitations on the powers of the bailiffs
- potential benefits that clients with mental health problems or learning difficulties may be able to claim.

# Course: Housing for older people

Duration: 2 days

---

## Target group

Any staff with responsibility for managing and/or developing housing services for older people.

## Purpose

This two-day programme will provide a clear and concise overview of the current issues in health and social care affecting the development of services for older people. It will consider what this means for housing and what opportunities exist to develop person centered services.

## Learning outcomes

This course will enable you to:

- understand the importance of and opportunities for working in partnership with health and social care
- explore the opportunities to develop person centered services through the use of shared tools for assessment and support planning
- consider the implication of developing person centered services for older people and staff
- make an action plan to put learning into practice.

# Course: Housing law update

Duration: 1 day

---

## Target group

Housing staff with an existing knowledge of Housing Law which needs to be updated.

## Purpose

This course aims to refresh participants' knowledge of recent changes in statute, regulations and case law, to enable them to ensure that their organisation is acting lawfully and following best practice.

## Learning outcomes

This course will ensure that you are up to date on a range of issues including to:

- the landlord/tenant relationship
- rights and obligations of both parties
- creating and terminating tenancies
- joint tenancies, succession, assignment, mutual exchanges, sub-letting, etc.
- relationship breakdown
- tenancies for minors
- public law defences.

# Course: Introduction to housing law

Duration: 1 day

---

## Target group

Anybody requiring a basic understanding of housing law and how it impacts upon tenancy management, a useful course for staff involved with tenants who require an understanding of basic Housing Law.

## Purpose

This one day course will introduce the key aspects of Housing Law in tenancy management, and identify the rights and responsibilities of landlords and tenants.

## Learning outcomes

This course will enable you to:

- understand the definition of a tenancy as opposed to a license
- understand security of tenure, and the types of tenancy and license available to social landlords
- be aware of the importance of the tenancy agreement
- Identify the key features of such agreements, and the respective rights and obligations of both landlord and tenant in relation to:
  - assignment
  - succession
  - termination
- understand joint tenancies
- apply this knowledge to case studies.

# Course: Relationship Breakdown and Tenancy Rights

**Duration: 1 day**

---

## **Target group**

Staff involved in housing management or housing advice who need to be aware of the rights of occupiers following relationship breakdown.

## **Purpose**

This one day course will give an overview of key issues relating to tenancy rights and relationship breakdown, covering both short term and longer term rights to occupy the home.

## **Learning outcomes**

The course will enable you to develop an understanding of:

- Short term rights of occupation under housing law, property law and family law
- Issues relating to joint tenancies
- Remedies for domestic violence
- Long term disposition of the home – including powers of the courts
- Local authority duties under homelessness legislation

# Course: Rights of Succession, Assignment and Exchange

Duration: 1 day

---

## Target group

This is for housing officers and policy officers who need to understand the rights of tenants to pass on their tenancy, either through assignment or exchange, or through succession on death.

## Purpose

This one day course will give a thorough understanding of the circumstances in which an existing tenancy can be passed on to another person.

## Learning outcomes

The course will enable you to fully appreciate:

- The difference between statutory and contractual rights
- Who can take on the tenancy when a tenant dies
- When a tenant can pass on their tenancy by assignment
- How the law relates to both Secure and Assured tenancies
- Procedures for dealing with a tenancy where the tenant dies and there is no successor
- Under-occupation following succession
- Grounds for refusing exchange

# Course: Homelessness Law: Introductory

Duration: 1 day

---

## Target Group

This course is intended for staff who are new to working in homelessness, or those who require a knowledge of homelessness legislation but will not be making homelessness decisions.

## Purpose

To provide an overview of the duties owed by local housing authorities under Part VII of the Housing Act 1996 as amended by the Homelessness Act 2002. The programme also includes new legislation including the Homelessness Reduction Act 2017 and the Homelessness code of guidance for Local Authorities (2018)

## Learning outcomes

The course will enable you to develop an understanding of:

- Homelessness prevention – government targets and good practice
- When a homeless application must be taken
- The five tests contained within the legislation:
  - Homelessness
  - Eligibility for assistance
  - Priority need
  - Intentional homelessness
  - Local connection
- The “full housing duty” and other duties that arise at each stage of the process



# Course: Homelessness Law – Assessing homelessness applications

**Duration: 2 days**

---

## Target Group

This course is for staff who are involved in making decisions on homelessness applications, or advising clients who are making homelessness applications.

## Purpose

To equip those involved in homelessness decision making with the knowledge and skills required to make effective assessments of homeless applications.

## Learning Outcomes

This course will enable you to examine in detail:

- Homelessness prevention – government targets and good practice
- When a homeless application must be taken
- The five tests contained within the legislation:
  - Homelessness
  - Eligibility for assistance
  - Priority need
  - Intentional homelessness
  - Local connection
- Interim accommodation duties
- The “full housing duty” and events that will bring this duty to an end
- The role of the Homelessness Code of Guidance
- Reviews and appeals
- Up to date Caselaw
- Social Services duties under the Children Act

This course would require two days.

# Course: Housing Law for Supported Housing staff

**Duration: 2 days**

---

## Target Group

Staff working in supported housing projects and those delivering floating support to clients in independent rented accommodation.

## Purpose

To introduce the key aspects of Housing Law in two key areas – security of tenure in rented housing, and access to social housing. This is a two-day course:

- Day One - Security of tenure
- Day Two - Homelessness and allocations

## Learning Outcomes

The course will enable you to:

- Understand the definition of a tenancy as opposed to a license
- Understand the types of tenancy and license that can be used by housing associations and local authorities
- Be aware of the importance of tenancy and license agreements
- Identify the key features of such agreements, with particular reference to:
  - Evictions
  - Breach of tenancy/license agreements
  - Failure to engage with support
- Develop an understanding of homelessness legislation and the duties of a local housing authority to assist people who are homeless
- Appreciate the role of the supported housing projects in partnership with local authorities in the delivery of homelessness strategies
- Be aware of the law relating to the allocation of social housing and how it applies to clients who are ready to move on to mainstream housing
- Apply this knowledge to case studies

# Course: Making homelessness decisions and writing homelessness decision letters

**Duration: 1 day**

---

## **Target Group**

This training is for staff involved in making decisions on homelessness applications

## **Purpose**

To explore the processes involved in homelessness decision making, and through this an improvement in writing Section 184 homelessness decision letters.

## **Learning Outcomes**

The course assumes a basic knowledge of homelessness law, but focuses on the process of making decisions on some of the more difficult aspects of homelessness, specifically:

- Accommodation not reasonable to continue to occupy
- Vulnerability
- Intentional homelessness

The course then addresses how to write a Section 184 decision letter to communicate an adverse decision in a way that will not leave the local authority open to challenge.

# Course: Homelessness Caselaw Update

**Duration: 1 day**

---

## **Target Group**

This is a course for staff with a working knowledge of homelessness legislation who require an update on latest Caselaw and any other changes.

## **Purpose**

To ensure that participants are up to date on all relevant changes in homelessness caselaw, legislation, regulations and guidance.

## **Learning outcomes**

The course content will cover all relevant recent changes to include:

- Updates on relevant Caselaw in the High Court, Court of Appeal and Supreme Court
- Changes in legislation or regulations
- Changes in guidance

# Section 6

## Housing management training

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- Dealing with rent arrears effectively
- Housing management – the basics
- Introduction to development
- Introduction to social housing
- Managing contractors
- Overview of anti-social behaviour
- Repairs for non-technical staff
- Safe lone working
- Tackling anti-social behaviour
- Understanding homelessness
- Void management

# Course: Dealing with rent arrears effectively

## Duration: 1 day

---

### Target group

Front-line officers and managers from registered providers and local authorities who deal with the control and recovery of rent arrears.

### Purpose

To give a broad understanding of the issues around arrears control and recovery and to discuss examples of good practice.

### Learning outcomes

This course will enable you to:

- understand the issue of rent arrears management in context
- prevent rent arrears
- the role of incentive schemes
- maximise payment options
- recover former tenants arrears
- the importance of adopting a strategic approach
- the principles of debt counselling
- monitor and manage performance
- learn from some good practice examples.

# Course: Housing management: the basics

Duration: 1 day

---

## Target group

Staff who are new to Housing Management and engaged tenants / residents who would like to find out more about the Housing Management service

## Purpose

To give an overview of what Housing Management is and where it sits within the organisation

## Learning outcomes

This course will enable you to:

- have a basic understanding of the whole Housing Management service including Tenancy Management, Anti-Social Behaviour, Rent Collection, Repairs and Maintenance, Allocations and Resident Involvement
- look at Housing Management legislation and regulatory standards and see how they influence policies
- understand why a good Housing Management Service is important to both tenants / residents and to your organisation.

# Course: Introduction to development

Duration: 1 day

---

## Target group

The course will interest new and more junior development staff; staff at all levels from other disciplines, particularly housing, maintenance, finance, central services; and Board members.

## Purpose

This one day workshop will help participants understand current issues in development and appreciate the key stages in the development process. The workshop is practically-based and highly interactive with a range of case studies and group exercises which focus on topical issues.

## Learning outcomes

This course will enable you to:

- understand the key challenges facing developing housing associations.
- recognise national and regional funding priorities
- identify the key stages in the development process
- assess development sites and key features of different locations
- appreciate how rented and low cost home ownership projects are funded.



# Course: Introduction to social housing

Duration: 1 day

---

## Target group

This course will benefit all new and existing staff and is an essential induction for those from new to Housing Associations and ALMOs

## Purpose

This one-day course will explain the role and work of Housing Associations and ALMOs (Registered Providers) and put activities into perspective in the social housing picture.

## Learning outcomes

This course will enable you to:

- learn about the history and structure of Registered Providers
- gain an overview of the work of Registered Providers
- discuss a range of current social issues, e.g. homelessness, affordability, quality, community regeneration
- learn about the role of different people who work in Registered Providers from Board members to front-line staff.

# Course: Managing contractors

Duration: 1 day

---

## Target group

Maintenance, Property Services, Development or any other staff who have responsibility for external technical contractors.

## Purpose

Do you need to find, appoint and/or supervise external contractors? This course will provide the essential skills, structures and systems.

## Learning outcomes

This course will enable you to:

- compile and maintain a quality approved contractor base, through a process of effective selection, induction, performance monitoring
- review and assess Contractor and Consultant performance, founded upon the use of an agreed Code of Conduct, to give Best Value service to Registered Provider and tenant.

# Course: Overview of anti-social behaviour

Duration: 1 day

---

## Target group

More experienced housing staff

## Purpose

This course will give staff an overview and understanding of Anti-Social Behaviour in all forms. Staff will be able to operate effectively within their own organisation's Anti-Social Behaviour policy, understand the role they have to play and feel confident in recommending or implementing changes to policies or practices where appropriate.

## Learning outcomes

This course will enable you to:

- to raise awareness of and to explore the definitions, causes of and solutions for all aspects of Anti-Social Behaviour
- to give an overview of the legal and good practice implications of dealing with Anti-Social Behaviour
- to set the issues within the context of “prevention and cure”.

# Course: Repairs and maintenance

Duration: 1 day

---

## Target group

This session is for less experienced staff/first-line managers as well as potential supervisors, or those new to supervision who wish to refresh their skills.

## Purpose

This course will equip new staff with a clear understanding of how social landlords provide repairs and maintenance services.

## Learning outcomes

This course will enable you to:

- Understand why quality maintenance services are so important
- Learn what maintenance services cover – what is a repair?
- Know how maintenance is organised and planned, and be able to explain this to tenants
- Gain a brief overview of the association's legal responsibilities
- Understand what tenants expect, and what we can reasonably provide

# Course: Repairs for non-technical staff

**Duration: 1 day**

---

## **Target group**

Customer service staff wishing to develop and expand their skills for improved repair reporting

## **Purpose**

This one day course will equip customer services staff with the basic skills, understanding and background knowledge to enable them to deliver high quality, responsive repairs and maintenance services.

## **Learning outcomes**

This course will enable you to:

- Understand what tenants expect, and learn how to respond to them appropriately
- Learn what the repairs service covers, and understand the legal responsibilities of landlord and tenant in regard to repairs and maintenance
- Know how maintenance is organised and planned, and be able to explain this to tenants
- Understand basic building construction
- Be able to identify common property defects, and to prioritise repairs appropriately
- Carry out effective repairs reporting

# Course: Safe lone working

Duration: 1 day

---

## Target group

Any individual who works primarily alone and needs to consider practical ways of keeping safe.

## Purpose

This intensive one-day course will consider practical ways in which to create a safe and satisfying work environment.

## Learning outcomes

This course will enable you to:

- explore what does being a lone worker mean to us?
- appreciate stress, anxiety and the lone worker
- implement safety guidelines for lone workers
- understand personal maintenance and support
- take responsibility for your own safety at work

# Course: Tackling anti-social behaviour

Duration: 1 day

---

## Target group

Housing practitioners with responsibilities for tackling anti-social behavior and harassment

## Purpose

To enable participants to identify practical ways of tackling anti-social behaviour and harassment.

## Learning outcomes

This course will enable you to:

- understand regulatory requirements
- Adopt practical approaches to tackling anti-social behaviour and harassment
- Appreciate the barriers to effectively dealing with anti-social behaviour
- Appreciate the need for partnership working and develop the skills needed for tackling anti-social behaviour

# Course: Understanding homelessness

Duration: 1 day

---

## Target group

Participants from local authorities or the voluntary sector who work with homeless households and participants from housing associations who require a greater understanding of homelessness.

## Purpose

To provide an intensive introduction to homelessness for social housing staff and homelessness practitioners.

## Learning outcomes

This course will enable you to:

- understand the causes and effects of homelessness
- develop an understanding of homelessness law
- appreciate the relationship between homeless households and social housing providers
- identify best practice in homelessness prevention.



# Course: Void management

Duration: 1 day

---

## Target group

Participants involved in the management or administration of void properties

## Purpose

To provide an intensive introduction to the key issues associated with void management and update on current best practice

## Learning outcomes

This course will enable you to:

- understand the importance of effective void management from an organisational and regulatory perspective
- appreciate the role and impact of voids and void management in Registered Providers
- Understand inter-departmental roles and responsibilities in void management
- Update best practice update incorporating regulatory guidance and learning from other social landlords
- Introduce effective void management policies
- Develop personal effectiveness in the void letting process

# Section 7

## Care & support

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- Assessment and care planning
- Assessment and support planning
- Building a brighter future for older people- ensuring we put the person at the centre of what we do
- Customer service for travellers' disabilities- travel training for staff
- Designing training for impact
- Disability awareness training
- Drugs & alcohol awareness
- Effective keyworking
- Guidelines for personal safety
- Handling conflict and aggression
- Introducing personalisation and directed support
- Introduction to QAF – Presenting your best evidence
- Involving and engaging customers
- Managing Training
- Mental health awareness training
- Mental health and housing
- Professional boundaries
- Safeguarding vulnerable adults
- Understanding dementia
- Working effectively with people with dementia
- Working with domestic abuse

# Course: Assessment and care/support planning

## Duration: 1 day

---

### Target group

Care providers with a role in developing person-centred care/support plans with individuals

### Purpose

To equip you with a framework for developing a person-centred, outcomes-focused care plan with an individual

### Learning outcomes

This course will enable you to:

- identify what we mean by 'person-centred'
- consider the requirements of CQC in relation to care planning
- identify outcomes as defined by the individual you are working with
- use some person-centred tools which actively involve the person in their own plan.

# Course: Assessment and support planning

Duration: 1 day

---

## Target group

Housing practitioners providing support to individuals

## Purpose

To equip you with the skills and confidence to complete person centred needs and risk assessments and outcome focused support plans in the context of Supporting People requirements.

## Learning outcomes

This course will enable you to:

- highlight the history and function of Supporting People
- be clear on what is meant by housing related support
- understand the role of needs and risk assessments
- set SMART outcomes focused objectives
- understand the impact of service outcomes
- be able to actively involve service users in the support planning process.

# Course: Building a brighter future for older people - ensuring we put the person at the centre of what we do

**Duration: 2 days**

---

## **Target group**

This programme is designed for scheme managers/ wardens and others providing floating support to older people in their own homes which promotes their dignity and independence.

## **Purpose**

This 2 day course will help in building commitment for delivering a more personalised service to older people and provide practical ways of ensuring the older person is involved at the centre of any plans about its delivery.

## **Learning outcomes**

This course will enable you to:

- identify the recent themes of government policy in relation to care and support and the impact on the delivery of services to older people
- describe what a person-centred service might look like
- explore the experience of older people in care and support settings
- understand what we mean by individual 'culture' and more about the experience of people who are treated unfairly
- practice some ways of gathering information to help you work with an individual in a person-centred way.

# Course: Customer service for travellers with disabilities - travel training for staff

**Duration: 2 days**

---

## **Target group**

Practitioners who will be assisting individuals with disabilities to travel independently

## **Purpose**

This course will enable you to do the preparatory thinking and planning before working with an individual.

## **Learning outcomes**

### **Day 1**

- what travel training is about
- personal travel planning
- benefits and obstacles to travel training
- understanding and managing risk
- contingency planning
- policies /procedures/recording and reporting

### **Day 2**

- journey planning
- planning a route
- preparing a journey
- anticipating hazards
- seeking help

# Course: Drugs & alcohol awareness

Duration: 1 day

---

## Target group

All staff involved in the support of people whom are misusing substances.

## Purpose

This one-day course will help you to recognise and work with service users who are misusing alcohol and drugs. It will also enhance levels of awareness about the causes and effects of these problems.

## Learning outcomes

This course will enable you to:

- identify patterns of use and misuse
- learn why people misuse alcohol and drugs
- know how much is too much, effects on physical and mental health
- recognise when someone has a problem
- help others to motivate themselves to give up or cut down
- apply the learning in real-life scenarios.

# Course: Effective keyworking

Duration: 1 day

---

## Target Group

Staff involved in providing support and rehabilitation for clients. It is appropriate for both experienced practitioners and those new to keyworking.

## Purpose

Developing keyworking skills is fundamental to a client centred approach. This one-day workshop will enable you to establish and maintain effective keyworking relationship with clients.

## Learning outcomes

This course will enable you to:

- have a clear understanding of the role and accountability of the key worker
- be able to work in an empowering way, promoting customer independence
- be able to plan effective key working sessions, setting SMART goals and identifying and managing risk
- understand the importance of professional boundaries in working with vulnerable people.



# Course: Guidelines for personal safety

Duration: 1 day

---

## Target group

Courses for less experienced staff/first-line managers. A popular programme which appeals to potential supervisors, those new to supervisors who want to refresh their skills.

## Purpose

This intensive one-day course is intended for anyone who needs to consider practical ways in which to create a safe and satisfying work environment.

## Learning outcomes

This course will enable you to:

- identify risk factors
- fear: Enemy or Friend?
- recognise the danger signs
- deal with stress and anxiety
- understand safety guidelines
- plan for personal maintenance and support.

# Course: Introducing personalisation and self-directed support

**Duration: 1 day**

---

## **Target group**

Staff and managers providing support or care services to individuals and also Social work staff and managers responsible for assessing and arranging support

## **Purpose**

This one day programme will provide an overview of the personalisation agenda and the introduction of self-directed support and individual budgets in adult social care. This will help staff to consider where they fit in the 'big picture' and how and why they may need to do things in a different way.

## **Learning outcomes**

This course will enable you to:

- describe the key aspects of the personalisation agenda and the reason for organisational change
- explore the potential and benefits of self-directed support for a range of stakeholders
- what personal budgets are and how they work
- explore the role of housing and or/ social care support in early intervention and prevention
- discover how some people are using their personal budgets
- consider the implications and benefits for your own organisation and service users.

# Course: Mental health awareness training

Duration: 1 day

---

## Target group

This course is designed for housing staff within the housing services who come into contact with customers who may have mental health problems. The course will give participants insights and strategies into dealing with mental health situations as well as raising awareness.

## Purpose

Mental illness is very common. In Britain, doctors diagnose six million people as mentally ill every year. But there is a great deal of controversy about what it is, what causes it and how people are affected. Many housing officers, support staff and front-line housing staff come into contact with clients and customers who may be suffering mental ill health. Sometimes staff can feel ill-equipped to deal with situations that might leave them feeling vulnerable and frustrated.

## Learning outcomes

This course will enable you to:

- understand mental illness?
- know how to identify if someone has mental health problems
- understand the most common mental disorders
- know who is most vulnerable/at risk
- have knowledge of the Mental Health Act 1983
- see who does what – a run-down of who's who in mental health services
- know how to speak to people who are in mental distress
- know what to do if a person with mental health problems is threatening to, or becomes hostile or violent.

# Course: Mental health and housing

Duration: 1 day

---

## Target group

Staff new to working with people with mental health related support needs

## Purpose

Mental illness is very common and housing officers, support staff and front-line housing staff frequently come into contact with clients and customers who may be suffering mental ill health. Sometimes staff can feel ill-equipped to deal with situations that might leave them feeling vulnerable and frustrated.

The course will help build understanding, confidence and skills and strategies for working with people who may be experiencing mental health issues.

## Learning outcomes

This course will enable you to:

- identify behaviours which commonly give rise to concern
- recognise the main symptoms of mental ill health in adults and older people
- develop strategies for managing situations where a person with mental health issues threatening to, or becomes hostile or violent
- identify sources of help and support for the person and the staff member
- consider how to encourage people to recognise they may have a problem.
- appreciate who does what – a run-down of who's who in mental health services and how to make a referral

# Course: Professional boundaries

Duration: 1 day

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## Target group

Front line staff and first line managers working with vulnerable people in sheltered or supported housing

## Purpose

To equip staff with the knowledge and confidence to work safely and effectively with vulnerable people, maintaining a positive, friendly working relationship within a professional context

## Learning outcomes

This course will enable you to:

- define what is meant by professional boundaries
- understand why they are important for service users, staff and organisations
- maintain a healthy balance between personal and professional life
- identify where boundaries may become blurred or violated
- know where to go if they need help
- understand the role and content of a Code of Conduct for staff and customers.

# Course: Safeguarding vulnerable adults

Duration: 1 day

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## Target group

This course has been specifically designed to meet the training needs of those members of staff who wish to increase their understanding of this topic, especially those working with vulnerable adults aged 18 or over within institutional and community settings

## Purpose

To raise awareness of adult protection. The course is participative, interactive and focused on the needs of the participants

## Learning outcomes

This course will enable you to:

- identify and understand what is meant by the term “vulnerable people”
- consider the impact of vulnerability on housing issues and housing staff
- consider and develop the skills required of staff working with vulnerable people
- develop a personal action plan to enhance the effectiveness of their work.

# Course: Working effectively with people with dementia

Duration: 1 day

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## Target group

Practitioners working with people experiencing or developing dementia e.g. in sheltered housing or other settings who wish to increase their knowledge and understanding of the impact of dementia related impairments on individuals and their carers and who wish to work more effectively with them.

## Purpose

This course provides the groundwork for people working with individuals and their carers experiencing dementia related impairments with a combination of information and skills.

## Learning outcomes

This course will enable you to:

- identify issues raised by individuals who experience dementia
- define causes, signs, symptoms and impact of dementia related impairments
- improve your communication with individuals with dementia and develop ways of working more effectively with them
- plan for your own ongoing development and support.

# Course: Understanding dementia

Duration: 1 day

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## Target group

This session has been specifically designed for staff employed whose day-to-day work either brings them, or is likely to bring them, into contact with elders who have dementia.

## Purpose

This one day course is designed to provide participants with an understanding of the most common forms of dementia encountered in old age.

## Learning outcomes

This course will enable you to:

- develop a range of practical communication skills
- develop helping strategies
- develop positive approaches to problem behaviours.



# Course: Understanding mental illness

Duration: 1 day

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## Target Group

Housing Support and Hostel staff whose day-to-day working role either brings them (or is likely to bring them) into contact with people who are experiencing some form of mental illness.

## Purpose

This short course will provide an insight into the difficulties of individuals who are either experiencing or recovering from mental illness. The course will enable you to recognise psychological disorders, be alert to the possible presence of a psychotic illness or some other psychological impairment and to demystify mental illness and mental disorder.

## Learning outcomes

This course will enable you to:

- develop an understanding of mental illness in context:
  - the Neuroses
  - the Psychoses
- deal with typical reactions to mental illness by relatives and ‘informal carers’
- gain an overview of possible approaches to problem behaviors
- understand the structure of modern mental health services – ‘Who’s who and what they do.’

# Course: Working with domestic abuse

**Duration: 1 day**

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## **Target group**

This interactive day is designed for anyone who works with members of the public or any client who could potentially be subject to domestic abuse.

## **Purpose**

This one-day event will assist you to develop skills and strategies to enable you to have the confidence to address a range of situations

## **Learning outcomes**

This course will enable you to:

- develop your understanding about why women stay
- understand the cycle of abuse that takes place
- develop an appropriate questioning style for both victims and perpetrators
- deciding on the next steps to take

