

5. COACHING SKILLS WORKSHOPS

Weds 16 Jan & Weds 13 Feb 2008

9:30—12:30 (incl lunch)

Facilitators: Rod Hunter & Alan Forsythe

It is relatively easy to suggest solutions when asked for advice. However, by **asking questions** instead of **giving answers** we encourage people to take personal responsibility and empower them to deal with their own issues. Good coaching is about asking the right questions at the right time.

During these workshops you will:

- cover concepts, models and processes
- identify core coaching skills and behaviours
- have opportunity to develop these skills
- consider their use formally and informally

6. APPRAISEE SKILLS

Wednesday 12 March 2008

9:30—12:30 (incl lunch)

Facilitator: Rhona McKerral

This session will help you, the **appraisee**, to evaluate your role in the appraisal process and enhance your skills and techniques to maximise the benefits of the experience.

Topics covered will include:

- Why have appraisals?
- Your responsibilities in the process
- Pitfalls to be aware of in the process
- The appraisal interview
- Your objective/ goal setting skills
- Interview techniques/enhance your skills
- Motivation

7. CHANGING TIMES

Wednesday 9 April 2008

9:30—12:30 (incl lunch)

Facilitator: Marysia Paterson (Link)

Whether change comes through re-structuring or is imposed through regulation, dealing with the constant flux of events, relationships and tasks can either be exhilarating or excruciating.

Drawing on her experience in Link Marysia will look at the impact of change on the admin function and staff.

The focus will be on:

- People-focused change management
- Good practice when implementing change

8. NETWORKING & PLANNING

Wednesday 14 May 2008

10:00—12:30 (incl lunch)

Facilitator: Alan Forsythe

The Admin Forum has become a popular event at SHARE and with your help we can develop it even further. We would like you to be involved in the planning process and so invite you to join us for this session.

9. ASSERTIVE NEGOTIATION

Wednesday 11 June

9:30—12:30 (incl lunch)

Facilitator: Gordon Robertson

Ever felt in work that you were just getting on top of things when along comes your boss with AN other thing. Stay in control by using your AN other thing:

- Assertive Negotiation.

Learn how to -

- Be assertive without being arrogant or pushy.
- Communicate effectively and confidently.
- Explain what effect AN other has on your workload.
- Negotiate to achieve mutually beneficial outcomes



ADMIN FORUM

SEPT 2007 — JUNE 2008

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SHARE's Admin Forum

...is one of a variety of complimentary services offered to member organisations, bringing great benefits to staff and committees.

The **ADMIN FORUM** provides those working in administrative roles within housing organisations the opportunity to meet and network with colleagues and participate in workshops and training sessions. Topics for these sessions are chosen by the Forum members and delivered by experienced trainers and facilitators.



Although these sessions are free to members (non-members £25) we do request that you book your place at the events to avoid disappointment as spaces are limited. This also ensures that we have accurate information for catering.

1. TROUBLE-SHOOTING IT

Wednesday 12 Sept 2007

9:30—12:30 (incl lunch)

Facilitator: Debbie Broughton-Hay

This is a demonstration of common problems that can occur within a Word document and Excel and how to correct them. From explaining why the printer always spits out an extra blank sheet, to what you should do if you encounter an inbuilt macro on a file (1. enable it, 2. disable it or 3. panic!!)

The demonstration covers:

- Finding and opening files
- Common formatting problems
- Importing text from other programmes (Excel, Email and Internet pages)
- Simple software errors, text recovery
- Printing spreadsheets

There will also be time allocated to solving problems submitted by delegates

2. Everything you wanted to know about minute-taking but were afraid to ask!

Wednesday 10 October 2007

9:30—12:30 (incl lunch)

Facilitator: Carol Davies

This session will be a refresher for those already experienced/trained in taking minutes and provide a brief intro for those who have little experience and no training. It will cover

- What is a 'minute' and the difference between note taking and writing minutes
- How much should I write down? Picking out what is relevant/key points
- Being assertive at meetings
- Minute/note-taking essentials; questions and answers; what aspects of minutes are you still unsure of ?

3. YOU'RE HIRED! - INTERVIEWEE SKILLS

Wednesday 14 November 2007

9:30—12:30 (incl lunch)

Facilitator: Rhona McKerral

Do you ever attend an interview for a job which you know you can do and yet your interview skills let you down? This course will look at the interviewing process with a focus on interviewee preparation, including:

- Person spec/ job description
- Developing a CV
- Interview preparation skills
- Answering/asking questions
- Body language

4. STRESS BUSTERS

Wednesday 12 December 2007

9:30—12:30 (incl lunch)

Facilitator: Gordon Robertson

Stress is possibly the biggest single issue of modern life - Jack Black - Mindstore.

This session will help you recognise sources of stress and understand how stress affects you. It will also give you techniques and tips on how to control and reduce your stress levels.

By the end of this session you will -

- Learn your stress scale.
- Identify where you need to improve your coping skills.
- Learn relaxation techniques.
- Learn how to deal with stress naturally, no drugs, alcohol or screaming required!