

3 MONTH BLOCK



# Staff Development

January to March 2019



PLEASE NOTE: SHARE DOES NOT CHARGE VAT

THIS IS A  
SNAPSHOT OF  
COURSES...MORE ARE  
AVAILABLE

LEARN with SHARE

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Welcome to **SHARE'S Staff learning & development brochure which covers the three months from January to March 2019.**

**SHARE currently has three learning & development brochures:**

- **Accredited Courses**
- **Committee/Board Development**
- **Staff Development**

All of the courses listed can be found on our website where you will be able to view a full course descriptor and book your place/s.

**SHARE** can deliver courses in-house, where and when you want and tailored to your organisation's needs.

New courses and dates are being added to our website continually.

**PLEASE NOTE: SHARE DOES NOT CHARGE VAT**

## 14.01.19

**Time:**  
**9.30am - 4.30pm**  
**Venue: Bob Allan**  
**Conference Centre**  
**Trainer: Brian**  
**Hutcheson**  
**Cost:**  
**Member £195**  
**Non-member £295**

### → **Budgeting for busy managers**

This session is for managers who have budgetary responsibilities for their department and who want to improve their understanding of both the budget process and the importance of budgeting and budget monitoring within housing associations and co-operatives. The main focus of the day will be to consider how a budget is created from start to finish.

## 15.01.19

**Time:**  
**9.30am - 4.30pm**  
**Venue: Bob Allan**  
**Conference Centre**  
**Trainer: Heather**  
**Ballantine**  
**Cost:**  
**Member £195**  
**Non-member £295**

### → **Complaints handling process** **- refresher for staff**

This session is for frontline staff, who are directly involved with the organisation's customers, and are likely to be part of the customer services team, work at reception, in maintenance or housing. They will probably be quite new to the team and don't yet know much about their role in dealing with complaints as a front line member of staff.

## 21.01.19

**Time:**  
**9.30am - 4.30pm**  
**Venue:** Bob Allan  
**Conference Centre**  
**Trainer:** Allan  
**Johnson**  
**Cost:**  
**Member £175**  
**Non-member £275**

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### → Child support and protection

The purpose of this session is to look at and discuss the issues and implications of Child Protection policies and procedures, how these relate to protecting children and how concerns can be communicated to the appropriate staff.

This course is for staff working with families where children may be at risk of harm, including housing managers, housing officers, neighbourhood housing management officers, anti-social behaviour teams, community wardens, repairs officers and estate-based staff.

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## 24.01.19

**Time:**  
**9.30am - 12.30pm**  
**Venue:** Bob Allan  
**Conference Centre**  
**Trainer:** Anne  
**Robertson**  
**Cost:**  
**Member £100**  
**Non-member £200**

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### → Writing policies

How do you write bespoke policies specific to your organisation which are clear, usable and fit for purpose and will assist you to convert strategic aims into clear actions? This is a challenge which many staff and managers face.

This course will provide you with practical experience in writing policies and equip you with the skills to produce documents which are user friendly and meet the needs of the intended audience. It is suitable for anyone who is involved in writing or adopting policies, who is new to policy writing or wishing to refresh existing skills.

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## 25.01.19

**Time:**  
**9.30am - 4.30pm**  
**Venue:** Bob Allan  
**Conference Centre**  
**Trainer:** Steven  
**McAvoy**  
**Cost:**  
**Member £195**  
**Non-member £295**

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### → Universal Credit and maximising tenant income – for frontline staff

This session is for anyone who wishes to gain a greater understanding about the current benefits system and both the roll out and implementation of Universal Credit.

This course will give frontline workers the knowledge to understand their tenants' benefit claims as well as the skills to maximise their tenants' benefit incomes.

## 30.01.19

**Time:**  
**9.30am - 12.30pm**  
**Venue: Bob Allan**  
**Conference Centre**  
**Trainer: Chris**  
**Lawrence**  
**Cost:**  
**Member £100**  
**Non-member £200**

### → Data protection update for staff

This course is aimed at all staff within housing associations and co-operatives. Everyone needs to understand their responsibilities in relation to GDPR and data protection legislation and how it affects their daily work.

In recent years a number of housing providers have come under the scrutiny of the Information Commissioner and it can be costly, so it's essential to know the law and what this means in terms of the data that you process.

## 01.02.19

**Time:**  
**9.30am - 12.30pm**  
**Venue: Bob Allan**  
**Conference Centre**  
**Trainer: Heather**  
**Ballantine**  
**Cost:**  
**Member £110**  
**Non-member £210**

### → Effective team meetings

A practical and down to earth look at how you really can change the way people feel about your meetings. YES you can! Meetings are a great way for us to communicate, and they should be an enjoyable and worthwhile experience, not a real pain or a waste of time and effort! If you run meetings then you have a responsibility to set the scene and to direct the performance so that it becomes the 'critic's choice'! This session is for anyone who runs meetings.

*Previously called 'Team meetings to die for'*

## 07.02.19

**Time:**  
**9.30am - 12.30pm**  
**Venue: Bob Allan**  
**Conference Centre**  
**Trainer: Karen Egan**  
**Cost:**  
**Member £50**  
**Non-member £65**

### → Health and lifestyle check

We spend almost a third of our adult life working (World Health Organisation), so identifying and managing occupational health problems is essential to our wellbeing. SHARE have put together a comprehensive 20 minute Health & Lifestyle Check for staff and or Committee/Board members which you can book between 9.30am - 12.30pm.

This gives individuals the opportunity to speak to a qualified nurse and have a series of test done in a confidential setting. It's good to know you are healthy or even that it's time for further advice from your GP.

Test details available on our website.

## 13.02.19

**Time:**  
9.30am - 4.30pm  
**Venue:** Bob Allan  
Conference Centre  
**Trainer:** Heather  
Ballantine  
**Cost:**  
Member £195  
Non-member £295

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### → Power of influence and assertion – essential management skills

Being able to effectively influence in an assertive manner is a key management skill and this session is designed to allow first line and senior managers to explore these essential skills in this informative and thought provoking session. Delegates will be exploring some theory, in terms of power bases and how to recognise and get the best out of 'push-pull' influence at work, as well as considering the perils of manipulation and non-assertion and how this will impact on morale and team performance.

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## 13.02.19

**Time:**  
9.30am - 4.30pm  
**Venue:** Bob Allan  
Conference Centre  
**Trainer:** Carol  
Davies  
**Cost:**  
Member £350  
Non-member £550

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### → Joy of minutes

This two day course is for anyone who attends meetings of any kind and has to write up some kind of summary. It is particularly beneficial to meeting secretaries and minute takers. Whether you are a complete beginner, or have been minute-taking for some time and just need to brush up on your skills, you will benefit from this highly practical and hands-on course. The trainer uses lots of practical exercises to break the learning down into manageable chunks.

**13 and 20 February**

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## 15.02.19

**Time:**  
9.30am - 4.30pm  
**Venue:** Bob Allan  
Conference Centre  
**Trainer:** Angela  
Spence  
**Cost:**  
Member £195  
Non-member £295

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### → An introduction to tenancy sustainment

This course is for housing practitioners who contribute to supporting customers in their tenancy. This includes housing officers and staff dealing with specialist functions, for example, allocations, arrears, anti-social behaviour and complaints.

This course looks at how to prevent avoidable tenancy failures and help housing staff to develop tools to improve tenancy sustainment, decrease evictions, abandonments and early tenancy termination.

**18.02.19**

**Time:**  
**9.30am - 12.30pm**  
**Venue: Bob Allan**  
**Conference Centre**  
**Trainer: Caroline**  
**Fleeting**  
**Cost:**  
**Member £100**  
**Non-member £200**



## → Fuel poverty prevention

This course is for housing staff with direct contact with customers, including those who provided direct fuel advice to tenants and homeowners.

This course will examine how new proposals, new definitions and new targets aim to reduce the proportion of people in fuel poverty to 15% by – 2030 and 5% by 2040, and how housing staff can assist tenants in order to reach these targets.

**21.02.19**

**Time:**  
**9.30am - 12.30pm**  
**Venue: Bob Allan**  
**Conference Centre**  
**Trainer: Sharon**  
**Graham**  
**Cost:**  
**Member £100**  
**Non-member £200**

## → Forensic approach to arrears

This course takes a forensic approach to investigating arrears cases, it is designed for housing and factoring staff who are responsible for managing arrears. This course will enable staff to better understand why their customers' get into arrears and investigate ways to improve long term outcomes for both new and persistent arrears cases.

Given the time constraints we work under, it is often difficult to take the time to look why the arrears occurred before we pursue the arrear. However, if we combine our arrears strategy with a wider awareness of financial capability, we can minimise the chances of customers' falling back into arrears again.

**22.02.19**

**Time:**  
**9.30am - 4.30pm**  
**Venue: Bob Allan**  
**Conference Centre**  
**Trainer: Mark Reid**  
**Cost:**  
**Member £195**  
**Non-member £295**

## → Basic introduction to factoring

This course is aimed at individuals who are either new to factoring or wish to obtain a basic grounding of property management within Scotland.

It is also aimed at those looking to accelerate their learning and understanding of the industry, key legislation and factoring operation.

By attending this course you will gain a basic understanding of factoring in Scotland, as well as improving your knowledge of how to interpret titles and deeds of condition. You will also be introduced to building maintenance as well as the legislation and regulation underpinning factoring services in Scotland, including the Title Conditions (Scotland) Act, Tenements (Scotland) Act as well as the Property Factors (Scotland) Act.

## 27.02.19

**Time:**  
9.30am - 12.30pm  
**Venue:** Bob Allan  
Conference Centre  
**Trainer:** Karen Egan  
**Cost:**  
Member £100  
Non-member £200

### → Dealing with the stressors in life using relaxation techniques

This session has been designed specifically so that staff have a greater understanding of the biology of stress and how this impacts on your well-being. It also helps show the difference between pressure and stress and how many of us need a bit of healthy pressure. It will also cover strategies and techniques that can be used to combat stress, some of which we already use without knowing. Participants will hopefully leave the session feeling relaxed after doing some group relaxation.

## 18.03.19

**Time:**  
9.30am - 4.30pm  
**Venue:** Bob Allan  
Conference Centre  
**Trainer:** Peter  
Anderson  
**Cost:**  
Member £195  
Non-member £295



### → Squaring the circle - practical housing support and homelessness

This session will assist staff who help support tenants who have previously experienced homelessness. The training, delivered by Glasgow Homelessness Network, is built on decades of practice and insight, by people who have learned through experience what works and what does not.

It will cover issues such as tenancy sustainment, addiction and support, partnership working and vicarious trauma.

## 19.03.19

**Time:**  
9.30am - 2.30pm  
**Venue:** Bob Allan  
Conference Centre  
**Trainer:** Anne  
Robertson  
**Cost:**  
Member £140  
Non-member £240

### → Writing in plain language

This course is for anyone in a housing association or co-operative who wants to improve their writing skills, produce documents that are easy to read and get their message across to the reader. It will help those who write letters, reports, newsletters, emails and other work related material.

**20.03.19**

**Time:**  
**9.30am - 12.30pm**  
**Venue: Bob Allan**  
**Conference Centre**  
**Trainer: Karen Egan**  
**Cost:**  
**Member £100**  
**Non-member £200**

## → Getting the work - life balance right

This half day course is designed for any member of staff who works in a busy environment and wants to be mindful of slipping in to the situation where work takes over. Sometimes we just don't see it happening until we are there, so it is important to realise the signs, not just for ourselves but for our fellow workers.

**22.03.19**

**Time:**  
**9.30am - 4.30pm**  
**Venue: Bob Allan**  
**Conference Centre**  
**Trainer: Stuart**  
**Richardson**  
**Cost:**  
**Member £195**  
**Non-member £295**

## → TRIM - managing time differently

This course is for you if you want or need to improve your time management skills to ensure you assign adequate time to tasks, don't miss deadlines, don't let others down and generally take control of your working life to maximise your effectiveness and ultimately your use of that precious commodity - TIME!

Based on his book, The TRIM Course, Stuart Richardson will take you through everything you need to enable you to achieve your maximum effectiveness. This course focusses on dealing with the pressures of work, tools to make us more productive and how to be more organised at work. This course does not look at managing IT.

**25.03.19**

**Time:**  
**9.30am - 4.30pm**  
**Venue: Bob Allan**  
**Conference Centre**  
**Trainer: Susan Jack**  
**Cost:**  
**Member £175**  
**Non-member £275**



## → Domestic abuse awareness

Housing associations and co-operatives are uniquely positioned to be aware of this sensitive and difficult issue and also to help those experiencing it to re-build their lives. This session is for all housing staff who work with tenants. It will highlight the impact of domestic abuse on the lives of those experiencing it, help delegates to spot potential warning signs, enable them to approach such issues sensitively and educate them on the specific type of support that a victim of domestic abuse may require.

## 27.03.19

**Time:**

**9.30am - 4.30pm**

**Venue: Bob Allan  
Conference Centre**

**Trainer: Paul  
McCormack**

**Cost:**

**Member £175**

**Non-member £275**

### → Welfare rights for housing staff

The purpose of the training is both to raise awareness and provide some detail as to the forthcoming changes in the UK benefits system which will impact directly on housing associations, co-operatives and tenants. As a consequence of the impact on tenants, this also raises significant challenges for the financial operation of housing associations and co-operatives.

The course is aimed at all staff members who have a role to play in ensuring the financial stability of their housing association and cooperative. These changes should not be looked at solely from a welfare rights/rent team perspective. The changes create the need for organisational-wide understanding and planning in how to address the anticipated difficulties.

## 28.03.19

**Time:**

**9.30am - 4.30pm**

**Venue: Bob Allan  
Conference Centre**

**Trainer: Angela  
Spence**

**Cost:**

**Member £195**

**Non-member £295**

### → Effective voids management

This course is for housing staff with the responsibility for managing void properties who may be experiencing difficulty in letting properties due to low demand, the impact of welfare reforms or how properties are promoted.

This course looks at how to improve void to let times, especially in relation to difficult to let properties from an operational and strategic perspective.

## Some of the courses coming up at SHARE each quarter

### April to June

- A holistic approach to allocations
- Adult support and protection
- Becoming a dementia aware workplace
- Crucial conversations
- Cultural awareness
- Delivering great customer services at the frontline
- Developing your supervisory skills
- Electrical safety awareness
- Emergency first aid
- Factoring - delivering an excellent service
- Gas safety awareness
- GDPR in practice
- GDPR - managing your customers data with CRM systems and analysing digital footprints
- Housing associations and co-operatives an introduction for staff
- Innovation in arrears management
- Introduction to cyber security
- Joining the dots - working in effective partnerships
- Managing your Information - managing your organisations
- Mentoring in the workplace
- Performance conversations for managers
- Pre-tenancy - essential conversations
- Repairs and maintenance skills
- Scotland's mental health first aid
- Scottish secure tenants - what are their rights?
- Social media - get your message out there!
- Springforward
- Understand and resolve conflict

## July to September

- An introduction to tenancy sustainment
- Basic introduction to factoring
- Beginners Polish
- Complaints handling process (CHP) - refresher
- Data Protection update for staff
- De-escalating aggression and conflict
- Equalities, discrimination and the law: what housing staff need to know
- EU nationals - Right to reside and habitual residence
- Fire Marshal/Fire Warden
- Identifying hazards on home visits
- Joy of minutes
- Keeping lone workers safe
- Leading effective strategic teams
- Measuring morale and boosting resilience
- Mediation skills
- Power of influence and assertion - essential management skills
- Powerful presentations
- Preparing a design brief
- Preparing housing staff for court
- Reaching your goals with your team
- Supporting Committee/Boards - understanding governance - for staff
- The challenges for elderly tenants
- Valuing diversity
- Welfare rights for housing staff
- Why do I do that? - An introduction to core housing
- Working with confidence at the frontline
- Writing policies

## October to December

- Abandoned tenancies and former rent arrears
- An introduction to financial capability for housing staff
- Dealing with bereavement
- Delivering great customer services at the frontline
- Electrical safety awareness
- Emergency first aid
- Factoring - delivering an excellent service
- GDPR in practice
- High performing teams
- Hoarding awareness
- Housing associations and co-operatives an introduction for staff
- Managing anti-social behaviour
- Managing stress
- Performance conversations for managers
- Report writing
- Springboard refresher
- Treasury management compliance with CIPFA Code
- TRIM - managing time differently
- Universal Credit and maximising tenant income
- Working with vulnerable tenants





## Did you know?

Did you know that SHARE deliver a variety of IT courses?

**Getting the best from Microsoft Office**

**Microsoft Word 2010 Basics/Expert**

**Microsoft Excel 2010 Basics/Expert**

**Microsoft Access 2010 Basics/Intermediate**

**Advance formulae in Excel**

**Manipulating data in Excel**

**Mailmerge essentials**

**Upgrading to Office 2013**

**IT for non IT personnel**

**Managing your time with Outlook**

If you are interested in our IT training please let us know. In-house training can be delivered to your requirements. Open course dates will be arrange depending on demand.



## Did you know?

Did you know SHARE also offer a number of accredited courses suitable for Staff members?

**Courses include:**

**A foundation in factoring**

**Chartered Institute of Housing Levels 2, 3 and 4**

**A variety of ILM programmes**

**First aid at work**

**Asbestos awareness (UKATA)**

**SVQ's levels 2 and 3**

**City & Guilds Understanding building & managing repairs**

**Please pick up a copy of our Accredited Brochure 2019.**

## What else is happening at SHARE?

Please contact us for further information on the following:

### e-learning:

Why not make learning even easier by signing up to e-learning through **SHARE**. You can be learning new skills at anytime and anywhere you have an internet connection.

### In-house:

**SHARE** can work with you to deliver training specifically tailored to meet your organisation's objectives. In-house training is tailored, convenient and value for money.

### Events:

**SHARE** deliver a calendar of events each year but did you know we also event manage these for other organisations? If this is something you are interested in, get in touch.

### Modern apprenticeships:

Why not give a young person a step up in their career as well as bring in new skills to your organisation.

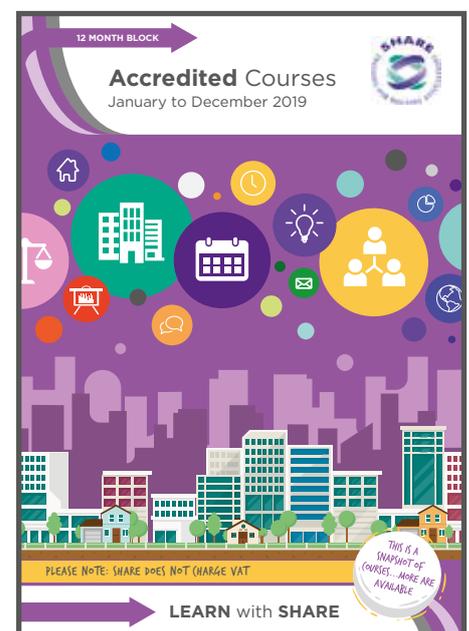
### Networks:

**SHARE** facilitate networks which are free to members and a small charge to non-members.

- Chairs' Network
- Scottish Factoring Network
- HR Network
- Corporate Services Network

Your next Committee/Board Learning & Development brochure will be with you January 2019.

## Learning & Development Brochures



# 2019



Follow us at:  [sharehousingtraining](https://www.facebook.com/sharehousingtraining)  [@training\\_share](https://twitter.com/training_share)

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