

3 MONTH BLOCK



Staff Development

April to June 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 April to June 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

01.04.19

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

➔ **Mentoring in the workplace**

This course is for managers and HR staff who are thinking of introducing mentoring in their housing association or co-operative, or, those who want to find out more about what mentoring is.

Mentoring is an effective training and development technique to enhance skills, knowledge and confidence in staff and managers and can take many forms. Taking a flexible approach allows staff, managers and Committee/Board Members to develop into effective mentors and to create supportive mentoring opportunities within the organisation. Scenarios will be used to provoke discussion on a number of aspects of mentoring, and a workshop approach will be used to consider approaches to introducing mentoring within the organisation.

01.04.19

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

→ Developing your supervisory skills

To succeed, supervisors need to understand and apply the essential skills underpinning the five core areas generic to all management roles. This course covers the basic skills you will require in managing teams and achieving tasks.

This workshop is designed specifically for new supervisors or individuals aspiring to move into management. It will allow you to appreciate, understand and explore the practical, day to day tasks, responsibilities and supervisory skills that an effective team leader/supervisor needs to know, understand, value and put in to practice. The session combines a mix of facilitated conversations and some practical based activities (without a role play in sight!). The intention is to explore, refresh and inspire in a relaxed and thought provoking environment, as part of a continuing professional development (CPD) activity.

Please note: this course was previously called Supervisory skills

02.04.19

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

→ Scotland's mental health first aid

The Scottish Government has estimated that 1 in 3 people are affected by a mental health problem in any given year. Therefore, it is possible that in the course of a working day you will come into contact with someone experiencing mental health problems. This two day NHS Scotland certificated course is for anyone. Upon completion of the course, delegates will be given a certificate recognising their participation in the training.

It has been designed to help you apply mental health first aid to people who may be in crisis, just as you would apply general first aid to someone who has a physical injury. You will learn to recognise when someone needs immediate help and be able to provide it until professional assistance can be provided.

2 and 16 April

05.04.19

Time:
9.30am - 12.00pm
Venue: Bob Allan
Conference Centre
Trainer: Jonathan
Parks
Cost:
Member £110
Non-member £210

→ Dementia awareness for customer facing staff

This workshop is designed for all staff in a customer facing role. It will look at early signs and symptoms that a customer may be suffering from dementia. The session will then look at ways that we can communicate more effectively with dementia sufferers; how we can modify our own behaviours and service delivery to assist these customers and how dementia friendly environments can be created. The levels of care and support available to dementia sufferers will also be discussed as part of this informative and insightful overview of this issue.

05.04.19

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

→ A holistic approach to allocations

This course is for housing practitioners with responsibility for allocations. The course will examine existing good practice in relation to maintaining housing lists, offers and refusals and tenancy sustainment.

In addition, the new measures contained within the Housing (Scotland) Act 2014 regarding the changes to reasonable preference, consultation and home ownership will be considered, together with an exploration of the new tenancy types and qualifying periods. The course provides a holistic approach to allocations ranging from strategic to day to day functions.

08.04.19

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

→ Housing associations/co-operatives - an introduction for staff

This one day course is for staff that have joined your housing association/co-operative recently who have not previously worked within the social housing sector. The course will introduce delegates to some of the main factors that impact the work that housing associations and co-operatives do. It will give a brief overview of the history of social housing; social housing policy and legislation; and the issues currently facing the sector. The course will cover some of the key functions of a housing association such as rent management and allocation, the role of the Committee/Board and the role of the Scottish Housing Regulator.

10.04.19

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

→ Repairs and maintenance skills

Concierge, caretakers and estate management staff have an important role to play in delivering a more responsive repairs service to tenants. These staff are well placed to carry out basic repairs, maintenance and inspections, relating to the properties in which they work every day.

Using basic building construction terminology of the main fixtures and fittings, this practical course will empower staff to report more accurately the problems they encounter. This will lead to more effective repairs reporting and assist the organisation in diagnosing and carrying out repairs on a 'right first time' basis.

The result: delivering a quicker, more effective service for customers and potentially saving money for the organisation.

11.04.19

Time:
9.30am - 12.30pm
Venue: Bob Allan
Conference Centre
Trainer: Amanda
Rigby-Greenhaugh
and May Millward
Cost:
Member £150
Non-member £250



→ Dealing with tenant and staff disputes using mediation techniques

Disputes and complaints can happen in every association. These can be between tenants in neighbourhood disputes; between a tenant and the association or even between staff. Mediation can be a very effective tool in helping housing staff to bring these issues to a satisfactory conclusion, preventing escalation and helping staff to have more productive interactions. The course will give delegates useful skills and tools for dealing with and resolving conflict and an understanding of mediation and how to access it.

23.04.19

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

→ Social media - get your message out there!

This one day workshop is designed for any member of staff who has a responsibility for social media within their organisation.

This fun and interactive workshop will be packed full of valuable ways to deliver the best results for your housing organisation, whether that be bringing tenant's attention to holidays or what's on in your community.

24.04.19

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

→ Performance conversations for managers

The successful application of any performance appraisal process requires effective meetings throughout the year between a manager and their staff.

Performance conversations demonstrates that there are only 5 types of conversation that any manager needs to be able to handle to cover all aspects of managing staff; from a new start to experienced person. This workshop provides managers with a structured approach which will deliver enhanced trust, a clear action plan and more commitment from every meeting.

30.04.19

Time:
9.30am - 12.30pm
Venue: Bob Allan
Conference Centre
Trainer: Ian Andrew

Cost:
Member £110
Non-member £210

→ Electrical safety awareness

This course is suitable for electrical and non-electrical personnel and will outline basic electrical safety for housing staff. It will then go on to consider what the minimum requirements are for contractors coming on site and how to interpret their test reports. This course will be particularly useful for maintenance staff and those working with void properties or major works contracts where electrical certificates will be issued.

03.05.19

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

→ Adult support and protection

This course is designed for any housing staff that may work with or encounter adults who are at risk of harm. The aim of this session is to look at and discuss the practical application of the Adult Support and Protection (Scotland) Act 2007. It will cover the three point checklist, the use of referral forms and the thresholds of harm which may or may not be reached and what action is then taken. The course will look at relevant case studies to allow delegates to gain a better understanding of how this legislation works in practice. On completion of this session, delegates should feel more confident in their abilities to deal with this difficult and complex area of their work.

09.05.19

Time:
9.30am - 12.30pm
Venue: Bob Allan
Conference Centre
Trainer: John
Bonnar and Alastair
Black
Cost:
Member £110
Non-member £210



→ Disabled adaptations for maintenance staff

This course is designed for maintenance staff who are involved in the adaptations procedure. It will provide an overview of the process from inception to completion: dealing with social work requests; funding streams available; conducting site visits; preparing briefs for contractors and overseeing works. The range of adaptations and the benefits and limitations of these will be discussed, along with the parameters associations must work within. There will also be discussion about the approach to adaptations in development or regeneration projects. This should allow staff to have more informed dialogue with social work and occupational therapists, providing the best service for tenants in need of adaptations whilst being mindful of the overall strategic approach.

10.05.19

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

→ Pre-tenancy - essential conversations

Ensuring you have the right conversation with your customer before their tenancy begins is crucial and prepares them for the process of managing their tenancy; thus helping to ensure lower arrears, lower incidences of ASB and lower costs to manage the tenancy in general. For the tenant this can be the start of a real confidence-building journey.

This course is aimed at any staff member who will speak to potential tenants and the purpose of this course is to ensure that future tenants are ready for their new tenancy offer.

13.05.19

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

→ Introduction to cyber security - staff Glasgow

With an increasing dependency on digital services this course aims to introduce housing staff to cyber security.

The course will look to address the main areas involved in cyber security from mitigating cyber security risk to recovering from a cyber security attack. To re-enforce the importance of cyber security the course will touch on the legislative context in relation to data protection regulation as well as providing a means of practical cyber security self-assessment.

16.05.19

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

→ Crucial conversations with customers

This course provides delegates with the opportunity to explore their ability to hold crucial conversations with customers. A range of different techniques will be investigated, through the use of practical examples, which will encourage delegates to make clear, focused and timely interventions when the need for a crucial conversation arises. The course gives delegates the skills to deal with conflict with tenants and identify how to generate more positive results through an effective exchange of dialogue.

Please note: this course was previously called Crucial conversations

20.05.19

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

→ Delivering great customer service at the frontline

This session is for frontline staff who are directly involved with the organisations' customers and are likely to be part of the customer services team: work at reception; in maintenance or housing management. Whatever their department; they will spend a lot of their time dealing with customers.

This interactive and informative session will explore the basics of what customer service is and why it is so crucial to all parts of the organisation, and especially at the front line. It will look at best practice and policies as well as exploring the so called 'softer skills' that are required to ensure that service is delivered confidently, consistently and professionally.

The course will also look at effective complaint handling and dealing with some of those 'difficult situations' that are so often an everyday part of frontline duties. The intention is to introduce, refresh, and inspire in a relaxed and thought provoking environment - with plenty of chat and interaction and not a role play in sight!

21.05.19

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

→ Scottish secure tenants - what are their rights?

This course is aimed at all housing staff providing advice and information to tenants and other service users. It is particularly useful to staff wanting a refresher or for new staff. This may include housing assistants, housing officers and other policy staff developing rights' procedures.

This course examines current Scottish secure tenants' rights in detail. The course is a practically focused one that examines how to implement rights effectively into practice. This will be done by examining the law and then critically assessing specific organisational procedures. The course is, therefore, highly participative in nature and will ensure group discussions of current practices.

22.05.19

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

→ **GDPR - managing your customers data with CRM systems and analysing digital footprints**

This course is for staff that use or are responsible for updating the personal data of their customers and staff using CRM systems (Housing Management Systems). Personal data can be a name, email, address date of birth or any unique identifiers as well as digital footprints and more. It will also look at how you analyse your digital data, what you use it for, how you store it and how your customers can get access to it.

If you use a database to store your customer's details, this session is not to be missed.

31.05.19

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

→ **IT for non IT personnel**

This one day course is designed to provide an overview of the crucial role of IT in the provision of social housing.

It is specifically aimed at enhancing the knowledge of those that may not necessarily have an IT background but are tasked with IT related functions within their role. The course will touch on topics relevant to the sector, giving practical advice and supporting documentation to ensure maximum value.

03.06.19

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

→ **Joining the dots - working in effective partnership**

This course is for senior housing practitioners who have been given responsibility to set up new partnerships or to attend an existing one. The course considers how to achieve the best outcomes from a partnership and looks at both informal and formal relationships and what works best using practical examples and scenarios.

It looks at how to set up partnerships and who could be involved. Attendees will consider what makes a partnership effective and how they can influence decisions and negotiate on behalf of their organisation.

06.06.19

Time:
9.30am - 12.30pm
Venue: Bob Allan
Conference Centre
Trainer: Rhoda
Yarmahmoudi
Cost:
Member £150
Non-member £250



→ Cultural awareness

This course is suitable for all staff and Committee/Board members. The course will describe culture in a way that most participants have not considered before, helping to contextualise the importance of culture and inform discussion about how cultural differences can be bridged and accommodated. It will deal with the particular needs and issues that delegates bring to the course around cultural clashes/misunderstandings and help them to work on a way forward with these issues. The course will also help delegates to be more confident and inquisitive when confronted with cross cultural issues.

11.06.19

Time:
9.30am - 1.00pm
Venue: Bob Allan
Conference Centre
Trainer: Jonathan
Parks
Cost:
Member £150
Non-member £250

→ Dementia awareness for housing staff

This course has been designed specifically by AGE Scotland for housing staff and will look initially at dementia as a condition; its signs and symptoms. It will then go on to address a series of issues that housing associations face when dealing with tenants with dementia such as: the home environment, personal safety assessments and how changes and adaptations can assist sufferers; how a dementia sufferer deals with their finances and how they can be vulnerable; and issues around capacity when tenants with dementia are required to make decisions. With dementia diagnoses increasing year on year and care budgets being stretched further all the time, it is more important than ever that staff have a firm grasp of this difficult condition and many of the ways it can affect their tenants.

13.06.19

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

→ Factoring - delivering an excellent service

One of the important matters you will need to think about when offering a factoring service is how you communicate your services effectively whilst building strong partnerships.

The course is aimed at individuals of all levels particularly those involved in frontline service delivery in a housing association, co-operative or subsidiary who deliver the factoring service. It offers an insight into what good customer service looks like within a factoring operation.

14.06.19

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

→ **Emergency first aid**

This one-day course is suitable for the 'Appointed Persons' under H&S regulations, and covers first aid in emergency situations such as resuscitation; control of bleeding; dealing with shock, burns and scalds. A certificate of attendance is presented at the end of the session and the training should be repeated every three years as a minimum.

21.06.19

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

→ **Understand, communicate and resolve conflict**

Conflict is sometimes inevitable and many of us may try to avoid it or ignore it when it happens. However being able to communicate effectively is essential to building positive relationships so it's important that we understand how to stop avoiding conflict that can have a negative impact on relationships.

This session is for any member of staff who deals with difficult situations either in the workplace or in the community. The course will get behind the terminology of conflict and focus on practical skills and techniques to help participants be more confident in dealing with difficult situations.

25.06.19

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

→ **Managing your information - managing your organisation**

Housing associations and co-operatives deal with huge amounts of information on a daily basis. GDPR has daunted many of us and compliance weighs heavily on our minds. This course is designed for those individuals who are responsible for information management and data control within an organisation. It aims to take a holistic look at how your organisation works with information; and what senior managers should be doing to make the best use of the information the organisation has to maximise service delivery. The outcome being that if information is properly managed to meet the organisation's needs, data protection, environmental information and other information compliance demands should not be as daunting as many first thought.

This course will look at information at a strategic level - looking at what our aims and outcomes should be for a successful information management policy - and then also at a practical level with sessions aimed at making delegates think about the practices they undertake and how these can be made more efficient.

26.06.19

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

→ Gas safety awareness

This is a general course on gas safety awareness and is suitable for maintenance and administration staff with little or no gas related knowledge and no formal gas qualifications. The course will cover the legislation; qualifications; required paperwork; appliances and what to do in unsafe and emergency situations. By the end of the session, delegates will be able to understand the landlord certificate and be aware of the landlord responsibilities as they apply to gas safety.

27.06.19

Time:
9.30am - 4.30pm
Venue: Bob Allan
Conference Centre
Trainer: John
Bonnar/Alastair
Black
Cost:
Member £195
Non-member £295

→ Delivering facilities management in the workplace

This course is for those who work within a technical role either as in estate/asset or facilities function who wish to develop their knowledge and understanding of delivering service in the workplace.

Throughout the course you will develop skills required to deliver a facilities management service in your workplace, how to plan an effective delivery as well as identifying resource requirements. You will also investigate how to monitor service delivery to ensure continuous improvement as well as investigate methods of evaluation for improvement in your service delivery.

28.06.19

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

→ Innovation in arrears management

Innovation in arrears management begins with a deeper understanding of what you're already doing and asking questions like – What works well that we should continue? What should we stop doing? What needs to change? What new practices should we adopt to make those changes work? Then the housing practitioner can explore the different practices in the sector that others have found to be effective and which might be useful, bearing in mind that what works in one situation may not be transferable to another – context being all important!

This half-day course for housing staff aims to stimulate conversations about how you can take what you've got and make it work better for you and your organisation.

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 May 2019.

Learning & Development Brochures

3 MONTH BLOCK

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Committee/Board Development
April to June 2019




TRAINING

- coaching
- knowledge
- development
- learn

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12 MONTH BLOCK

Accredited Courses
January to December 2019



TAKE A LOOK INSIDE...
More courses added!



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LEARN with SHARE

2019



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