

3 MONTH BLOCK



# Staff Development

October to December 2018



PLEASE NOTE: SHARE DOES NOT CHARGE VAT

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

LEARN with SHARE

# Staff Development

Welcome to **SHARE'S Staff Learning & Development brochure which covers the three months from October to December 2018.**

**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.

**Look out for our Career Builder programmes - these have been devised especially for those pursuing a career in maintenance, technical services or development. They will help you develop a strong CV, build your confidence and provide opportunities to move from assistant to officer level.**



## 01.10.18

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

### → **Powerful presentations**

As a senior manager connecting with your audience, communicating your vision and passion for a subject, can be a beautiful experience for both you and them. It is the leader's opportunity to engage with their staff.

Unfortunately, many are born without the presentation gene, so they stand there with a massive slide show and drown people in text. So, whether you are an experienced speaker needing to brush up your delivery or you have had little or no experience of presenting, this workshop will give you the confidence to design and deliver an effective presentation. The main focus is on delivery skills and the use of no more than 5 slides.

## 02.10.18

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

### → **Supporting Committee/Boards - understanding governance - for staff**

This course is for any staff member whose job involves supporting the Committee/Board. In smaller associations this might be the Director and in larger ones it could be a senior administrator or compliance manager. The Scottish Housing Regulator (SHR) has clearly set out their expectations of Committee/Boards.

Self-assessment, training plans and succession planning are just three areas that the SHR will be checking, so this will form part of the course.

**05.10.18**

**Time:**  
**9.30am - 12.30pm**  
**Venue: Bob Allan**  
**Conference Centre**  
**Trainer: Anne Mathie**

**Cost:**  
**Member £110**  
**Non-member £210**



## → Dealing with bereavement

Research by ACAS suggests that at any one time, 1 in 10 employees is likely to be affected by bereavement. Bereavement and grief can manifest in many different ways and can affect performance, engagement, and concentration amongst other things.

However, reacting sensitively and being supportive has been shown to enhance loyalty and minimise otherwise avoidable absence. This course is for managers and supervisors who want to understand the best way to approach this difficult subject and know how to support their employees in the hardest of times.

**05.10.18**

**Time:**  
**9.30am - 12.30pm**  
**Venue: Bob Allan**  
**Conference Centre**  
**Trainer: Angela**  
**Spence**

**Cost:**  
**Member £110**  
**Non-member £210**

## → Joining the dots - working in effective partnerships

This course is for housing practitioners who have been given responsibility to set up new partnerships or to participate in 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. This course 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.

**08.10.18**

**Time:**  
**9.30am - 4.30pm**  
**Venue: Bob Allan**  
**Conference Centre**  
**Trainer: Paul McNeill**

**Cost:**  
**Member £195**  
**Non-member £295**

## → Treasury management compliance with CIPFA code

This course, for senior officers and finance staff, is designed to help you understand the CIPFA code to ensure compliance. The underlying principle that should shape any Treasury Management Policy is that the governing body is risk-averse.

The policies and practices outlined within the policy should make clear that the effective management and control of risk are the prime objective of the strategy.

## 09.10.18

**Time:**

**9.30am - 12.30pm**

**Venue: Bob Allan  
Conference Centre**

**Trainer: Karen Egan**

**Cost:**

**Member £100**

**Non-member £200**

### → Identifying the stressors in life and 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 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.

*Previously called 'Dealing with the stressors in life using relaxation techniques'*

## 10.10.18

**Time:**

**9.30am - 4.30pm**

**Venue: Bob Allan  
Conference Centre**

**Trainer: Angela  
Kirkwood**

**Cost:**

**Member £195**

**Non-member £295**

### → Basic introduction to factoring

This one day course is aimed at individuals who are new to factoring and wish to gain a solid grounding within property management.

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

Delegates will leave with a good basic understanding of factoring in Scotland a sound knowledge of how to interpret property titles and deeds; understand building management; be aware of the legislation and regulation underpinning these services and understand how to ensure compliance in service delivery.

**Running again on the 5th December.**

## 11.10.18

**Time:**

**1.00pm - 4.00pm**

**Venue: Bob Allan  
Conference Centre**

**Trainer: Thea  
Newcomb**

**Cost:**

**Member £110**

**Non-member £210**

### → Creating killer graphics in CANVA

This short half day session is for anyone who is involved in marketing information, whether that be through social media online or newsletters etc.

Learn to use CANVA, a free online tool, to illustrate your information for both printed and online mediums, creating killer graphics to a very high standard.

## 22.10.18

**Time:**  
**9.30am - 12.30pm**  
**Venue:** Bob Allan  
**Conference Centre**  
**Trainer:** Brian  
**Hutcheson**  
**Cost:**  
**Member £400**  
**Non-member £800**

### → High performing teams

This course is designed to help staff and managers develop the knowledge and skills to create and maintain high performing teams.

Over four half day sessions you will utilise various skill sets, competencies and activities to raise self-awareness of a participant's contribution within a team as well as the other behavioural characteristics that need to be present to achieve a high performing team. You will also learn techniques to engage and inspire your teams to achieve a higher level of performance and synergy.

**22nd October, 5th, 19th November and 10th December**

## 29.10.18

**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 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.

## 02.11.18

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

### → Forensic approach to arrears

A forensic approach to arrears 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 at 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 tenants falling back into arrears again.

## 08.11.18

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

### → **Springboard refresher - Next Steps**

**Springboard, is a Women's Development Programme that allows women to enhance their own skills and abilities, challenge power and equality, while building confidence.**

Do you remember your action plan? Have you achieved what you set out to? There are times in life, that no matter how hard we try, we still doubt ourselves. This course, open to anyone who identifies themselves as a woman, is a short one day refresher on the principles of the Springboard personal development course.

The course is designed to refresh the Springboard principles for previous delegations and sharpen their focus on their personal goals in a supportive and safe environment. It will also serve as a short introduction to Springboard for anyone interested in looking at their personal development with a view to setting out a pathway and goals both in their personal and professional lives.

## 12.11.18

**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 4 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 course is for anyone working in a housing association whether you are on the frontline dealing with tenants and other members of the public or work internally alongside your colleagues. Delegates will learn how to approach sensitive subjects such as suicide, self-harm, alcohol, drugs and recovery. On completion of this course, participants will be certificated by the NHS as Mental Health First Aiders.

**12th November and 3rd December**

## 13.11.18

**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 staff and considers basic electrical safety leading on to what the minimum requirements are for contractors coming on site and how to interpret their test reports.



Delegates will leave with more knowledge of the legal requirements, codes of practice and what to look for when using contractors and analysing test results.

## 14.11.18

**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

Information management is important for all organisations. This course examines best practice approaches that organisations should take to maximise service delivery, meet the increased compliance demands of new Data Protection legislation, prepare for Freedom of Information and provide information requested by the Scottish Housing Regulator, all while managing the day-to-day-operation of the association.

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. There will also be discussions about how to optimise the use of technology and associated security measures to manage your information

*Previously called 'Information governance for managers'*

## 15.11.18

**Time:**

**9.30am - 12.30pm**

**Venue: Bob Allan  
Conference Centre**

**Trainer: Stuart  
Eglinton**

**Cost:**

**Member £110**

**Non-member £210**

### → Equalities, discrimination and the law: What housing staff need to know?

The recent Scottish Housing Regulator discussion paper “Our Regulation of Social Housing” recognised the growing importance of Equalities and Equalities Law within the housing sector. The consultation paper stated “we (SHR) propose to set clear regulatory requirements on equalities in Regulatory Standards...” and “we (SHR) would consider whether we need to make any changes to the equalities information we ask for”.

This half day course seeks to introduce participants to the key pieces of Equalities Legislation (Equalities Act (2010) and the Human Rights Act), explore where they have come from and their implications for Scotland’s Housing Associations and co-operatives. The course will also highlight some recent legal cases from South of the Border and discuss the implications these may have for good practice within different areas of our work (including eviction and allocations’ procedures).

*‘Previously called Introduction to human rights within housing’*

## 16.11.18

**Time:**

**9.30am - 12.30pm**

**Venue: Bob Allan  
Conference Centre**

**Trainer: Janice  
Shields**

**Cost:**

**Member £110**

**Non-member £210**



### → Abandoned tenancies and former rent arrears

Abandoned tenancies and former tenants arrears are two of the biggest headaches for housing management staff. We may never find out why the tenant has walked away from their tenancy but it does leave the housing staff dealing with the property with all sorts of headaches: notices; timescales; potential court actions; storage; arrears.

This course aims to make it crystal clear exactly what the rules and best practice in terms of abandoned tenancies are. It will then consider the headache that often follows on from an abandoned tenancy – former tenant arrears. It covers effective methods of collection, the powers an association has to recover these arrears and how to make an effective costs benefit analysis to ensure that it is an efficient use of resources to pursue these sums.

## 22.11.18

**Time:**

**9.30am - 12.30pm**

**Venue: Bob Allan  
Conference Centre**

**Trainer: Marian  
Buchanan**

**Cost:**

**Member £110**

**Non-member £210**

### → Managing anti-social behaviour (ASB) in communities

This course is primarily for frontline housing practitioners who are dealing with reports and complaints from tenants about ASB. Not only will it provide essential legal background knowledge, but it will also prepare you for the changes to ASB as outlined in the Housing (Scotland) Act 2014. Delegates will also consider effective practices and will explore potential new ways of working in accordance with the new Housing Act.

## 22.11.18

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

---

### → Stress management for managers

The Health & Safety Executive recommends that employers carry out regular Stress Audits. This workshop is aimed at managers who may have to support colleagues experiencing stress at work. It will allow participants to differentiate between work place stress and personal stress. It will also look at how to assist staff in reviewing any work place stress they may be facing, and sign-posting them to resources to deal with personal stress.

The course will also address areas in relation to employee/employer responsibilities, risk assessment, stress reduction programme and stress policies.

---

## 23.11.18

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

---



### → Measuring morale and boosting resilience

Morale is one of those concepts that only seems to show up when there is a problem and it is inevitably low. As with most problems, prevention is definitely better than cure.

This course is aimed at managers and supervisors and intends to help them view morale as being as much a part of their day-to-day monitoring as attendance or time-keeping. Delegates will learn several ways to measure morale and handy tips to tease out the finer nuances of any morale issues. The course will then look at ways to keep morale up and how to boost resilience amongst employees when organisations are going through periods of change or difficulty.

---

## 04.12.18

**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 at all levels who have joined your housing association/co-operative in the last few months.

The session has been updated to take account of recent changes so that delegates can get a full overview of the work housing associations and co-operatives do, the role of the Committee/Board, the role of the Scottish Housing Regulator and the wider policy environment.

## 06.12.18

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

---

## 11.12.18

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

---

## 13.12.18

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

### → Supervisory Skills

To succeed, supervisors need to understand and apply the core skills underpinning the five core areas - planning, organising, leading, controlling and assurance (POLCA) - generic to management roles.

This workshop is designed for new supervisors or individuals aspiring to move into management and covers the basic skills you will require in managing teams and achieving tasks.

---

### → Crucial conversations

This one day course is for managers, team leaders and professionals who are required to hold challenging and crucial conversations. A range of different techniques will be investigated through the use of practical examples that will encourage you to make clear, focused and timely interventions when the need for crucial conversation arises.

You will develop skills to deal with handling conflict in the workplace and identify how to generate more positive results through an effective exchange of dialogue.

---

### → Delivering great customer service: at the frontline

This session is for frontline staff directly involved with the organisation's customers, and is likely to be part of the customer services team, work at reception, in maintenance or housing management. Whatever their department they will definitely 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. It 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 though provoking environment - with plenty of chat and interaction and not a role play in sight!

## → Employment law in practice

Running this session:

- **Employment status**
- **Managing disciplinary issues**
- **The contract of employment**

**Employment Law - in practice** is a series of six half-day workshops for managers and HR professionals to help develop knowledge and understanding of key aspects of employment law as it relates to the employee journey.

These sessions incorporate law, case law and good practice and provide an opportunity to share experiences and learn from others in the sector.

The tutor, David Hoey, partner at bto solicitors, is a well-known accredited Employment Law specialist who, in addition to providing legal services to his clients is visiting Professor of Employment Law at the University of Strathclyde.

## 01.10.18 → Employment Law: Employment status

**Time: 9.30pm - 12.30pm**

**Trainer: David Hoey**

**Venue: Saracen House, 139 Saracen Street**

**Cost: Member £110 | Non-member £210**

Who is an employee? Who is a worker? What other categories are there? What do I need to know about employment status? Understand the legal concepts of worker and employee and their significance.

---

## 31.10.18 → Employment Law: Managing disciplinary issues

**Time: 9.30pm - 12.30pm**

**Trainer: David Hoey**

**Venue: Bob Allan Conference Centre**

**Cost: Member £110 | Non-member £210**

What the key issues are in managing discipline at work including in relation to the law of unfair dismissal.

---

## 05.12.18 → Employment Law: The contract of employment

**Time: 9.30pm - 12.30pm**

**Trainer: David Hoey**

**Venue: Bob Allan Conference Centre**

**Cost: Member £110 | Non-member £210**

What is this? How is it formed and what does it contain? How does it work in practice and how can we change it?

---

## A spotlight on coaching

At SHARE, we work with a wide variety of executive coaches who can help individuals on a one-to-one basis to achieve their potential. Coaching is a powerful, proactive and positive way to unlock the potential of individuals in your workplace in a bespoke and confidential way.

### What is coaching?

Coaching is a form of intensive one-to-one training that is tailored to the individual and designed to meet their specific developmental needs. It is useful in a wide range of circumstances and is useful to help individuals focus their goals; work on their assertiveness; enhance their strengths; navigate change; or build confidence for themselves and/or their organisation.

### Who is it for?

Whilst the term executive coaching would imply that it is reserved for senior staff, this does not always need to be the case, it can be equally effective for other staff and committee members.

### What is involved?

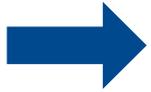
If you are interested in seeking the assistance of a coach, SHARE staff can discuss what your broad objectives are and match you with one of our coaches. Thereafter the coaching programme would be tailored to the individual, and the frequency and intensity of the programme would be determined by what you are looking to achieve with your coach. After an initial consultation, you would decide with your coach how often you need to touch base, how this may happen – in person, by phone, Skype or email – and how long for.

### What does it cost?

Coaching will not necessarily be as expensive as you may think. The costs of your coaching programme will depend on the coach that you work with and what kind of programme you wish to undertake. Coaching will likely be charged at an hourly rate and many coaches will offer an introductory meeting for free or a reduced rate as they understand that a good relationship with their client is key to the success of the coaching. SHARE endeavours to make the cost of training as competitive as possible and will discuss your budget for coaching and the costs involved during your initial enquiry.

**If you are interested in seeking the help of a coach, please contact the Learning and Development Team here at SHARE for an informal chat.**





## 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 2018.**

## **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 Apprentices:**

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 Staff Learning & Development brochure will be with you early October 2018 and cover January to March 2019.**

# Learning & Development Brochures

3 MONTH BLOCK

**Staff Development**  
October to December 2018



2018



PLEASE NOTE: SHARE DOES NOT CHARGE VAT

**LEARN with SHARE**

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

3 MONTH BLOCK

**Committee/Board Development**  
October to December 2018



2018



PLEASE NOTE: SHARE DOES NOT CHARGE VAT

**LEARN with SHARE**

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

12 MONTH BLOCK

**Accredited Courses**  
January - December 2018



2018



- Get a qualification
- Enhance your career
- Study with SHARE

PLEASE NOTE: SHARE DOES NOT CHARGE VAT

**LEARN with SHARE**

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

