



Homes for Haringey

Residents' training brochure 2011/12

...learn
new skills



...meet
new people

...gain new
knowledge



Book yourself on one of our training courses!

Training can make a positive difference!

Introduction

Back by popular demand, we are very pleased to bring you these exciting new opportunities for residents to further develop their knowledge and skills. These free courses will run between 2010 and 2011.

These are the courses on offer:

- Action planning – page 4
- Assertiveness skills – page 4
- Becoming an advocate – page 5
- Chairing skills – page 6
- Committee skills – page 6
- Communication skills – page 7
- Confidence building – page 8
- Emergency first aid at work basic first aid training – page 9
- Fundraising skills/Making grant applications – page 10
- Giving effective feedback (making a complaint) – page 10
- Helping you into work: CV application forms and interviews – page 11
- How to make your Residents' Association inclusive – page 12
- How we consult and involve leaseholders – page 12
- Internet for leaseholders (find out the best online resources for leaseholders) – page 13
- Introduction to computers – page 13
- Introduction to being a leaseholder - 13
- Leaseholder rights, your lease and the law Leaseholder rights – page 14
- Making meetings effective – page 15
- Managing conflict – page 15
- Minute/Note taking and agendas – page 16
- Money matters – page 16
- Negotiation skills – page 17
- Organising events – page 18
- Public speaking and presentation skills – page 19
- Producing a community newsletter – page 20
- Sustainable energy use – page 21
- Team building – page 22
- The do's and don'ts of subletting your leasehold property - page 22
- Treasurer skills – page 23

Help with travel, childcare and carer costs

We can help you with the cost of travel, childcare or carer costs to enable you to attend a training session.

Booking a course

For details of courses and to book online, go to our website at:

www.homesforharingey.org/training

Or you can contact the Resident Involvement team:

- By calling us on 020 8489 4463
- By emailing us at: resident.involvement@homesforharingey.org
- By writing to us at:

Resident Involvement team
Homes for Haringey
8th Floor
Alexandra House
10 Station Road
London N22 7TR

Action Planning

Whatever challenges and opportunities you or your organisation is facing, Action Planning can help with the next stage of your journey. Action planning is the planning that guides your day-to-day work. Without a framework you don't know where you are going or why you are going there. And then, it doesn't really matter how you get there! But without an action plan, it is likely that the idea will remain a grand dream and you won't get there anyway! This course aims to help you do detailed, useful action planning, and takes you through a process that could be replicated.

Timescale: One session - three and a half hours each session

Suitable for: All

Overview of content:

- Reasons that action planning may be useful
- Blocks to effective planning
- Elements that should be included in an action plan
- "SMART" objective

Assertiveness skills

Do you often find that others influence you into thinking their way? Is it difficult for you to express your positive or negative feelings openly and honestly? Do you sometimes lose control and become angry at others who don't deserve it?

A "yes" answer to any of the above questions may be an expression of a common problem known as "lack of assertiveness."

Timescale: One session – 3 ½ hours each

Suitable for: All

Overview of content:

- Assertiveness: what it means; the benefits; recognising the behaviour.
- Assessing current preferred behaviour: aggressive, passive, passive-aggressive, assertive. Defining those behaviours, the characteristics, the benefits and drawbacks.
- Identifying situations where delegates want to be more assertive and how to achieve that.
- Considering assertiveness techniques: the 3-step approach; workable compromise; using the "I" word; negative assertion; saying "no" without guilt.
- Handling criticism and praise positively; considering conflict and anger, and how they can be used constructively.

- Looking at case studies and the delegates' individual situations, and putting into practice the skills learnt.

Becoming an Advocate

Homes for Haringey is keen to build contacts with residents on estates and in areas where there are no recognised residents' associations. We want to do this through advocates – residents who are prepared to act as a local contact. It is important that the role of advocates and what this means in practice are clear.

Timescale: One session – 3 ½ hours

Suitable for: All

Overview of content:

- The advocate and their community
- The advocate and their physical environment
- The advocate and their social environment

Chairing skills

A lot of meetings suffer from being too time-consuming, too boring or lacking sufficient purpose. These are all problems that an effective chairperson can prevent and this valuable course will show you how!

Timescale: Two sessions – 3 hours per session

Suitable for: All

Overview of content:

- What makes a good chair?
- What makes meetings fail?
- Meeting terminology
- Types of questions
- Handling disruptive and inappropriate behaviour

Committee skills

There are over 25 tenants' and residents' associations in Haringey. They give residents they represent a collective voice and work for the community good. Homes for Haringey want to continue to support the good work they do and enable volunteers on management committees to develop their roles and responsibilities to ensure the effective running of their group.

Timescale: One session – 3 hours

Suitable for: New or potential committee members or those requiring a refresher course

Overview of content:

- What a residents' association is and what it does
- The role of officers of a residents' association
- Putting equal opportunities into practice
- The difference between a committee meeting, a general meeting, and an annual general meeting

Communication skills

Most of us have situations where we find it difficult to communicate. Improving your communication technique, and being comfortable speaking to people is extremely important. The way you interact with others can be the key to your workplace success. Whether communicating under pressure, managing challenging relationships or looking to build lasting rapport, your style and interpersonal skills can make or break your chances of successful achievement. This short course teaches you how to capitalise on your existing skills, fine-tune your approach and build a strategy for communication with real impact.

Timescale: One session – 3 ½ hours

Suitable for: All

Overview of content:

- Definition of communication
- Barriers to communication
- Effective communication
- Tips and techniques to develop and improve your communication skills
- Assertive communication skills

Confidence building

Everybody could do with more confidence and self-esteem. On this course you can find out about confidence and try our quick confidence building exercises. If you are serious about improving your confidence, why not attend our course?

- Does your lack of confidence affect your work, social life or sports activities?
- Do you worry about what others think about you? Do you get tongue-tied when you need to assert yourself?
- Do you get embarrassed when you're in company or have to speak to someone on the phone?
- Does meeting the opposite sex feel uncomfortable and awkward?
- Do you feel that you under achieve?
- Is there a nagging voice inside telling you that you might be able to 'do better' if you just had more confidence?

Timescale: Two sessions – 2 ½ hours each

Suitable for: All

Overview of content:

- What is self-confidence?
- How self-confidence is initially developed
- Assumptions made that influence self-confidence
- Identify strategies for developing self-confidence

Emergency First Aid at Work: Basic first aid training

First aid is not just for the working environment it's for everyday life so you can help your friends and family as well as your work colleagues.

Timescale One session three and a half hours each session
Suitable for : All

Overview of content:

- Managing emergency situations
- Dealing with Choking
- Understanding and using the Recovery Position
- Practical Application of CPR
- Control of Bleeding
- Identifying and Managing Head Injuries
- Initial care of Fractures
- Some Medical Conditions

Fundraising skills/Making grant applications

Fundraising, for many non-profit organisations, is often the only way to raise the funds needed to support their programmes and facilities. Successful fundraising involves filling in forms, but also requires knowing your organisation and having a plan. It can be hard work, but it's easier if you know where to apply and how to prepare high quality applications. Our high quality, short course is ideally suited to support individuals who fundraise whilst doing many other things within their organisation.

Our course is ideal for anyone who has been thrown into fundraising at the deep end. They will give you the ideas, knowledge, confidence and skills required to become a creative and successful fundraiser. People involved with fundraising tend to lead very busy lives, so we don't expect you to devote more time than you feel is reasonable. You'll learn in a flexible and supportive environment at a pace that suits you.

Timescale: One session – 3 ½ hours

Suitable for: All

Overview of content:

- Why fundraise?
- Writing a grant proposal tips
- Finding grants and do-it-yourself funding
- Match funding
- Budget setting
- Monitoring evaluation
- Writing a grant proposal checklist

Giving effective feedback (making a complaint)

Do you ever give feedback to Homes for Haringey for yourself or on behalf of other people? This course will teach you to make complaints, send in compliments or make suggestions to Home for Haringey more effectively.

Timescale: One session – 3 ½ hours

Suitable for: All

Overview of content:

- Complaints process, the stages
- Good complaint/bad complaint
- Giving effective feedback
- Giving written and verbal feedback

Helping You Into Work

Curriculum Vitae Application Forms and Interviews

At different times in your life you may need extra advice and support to help you into work. Whether you are a lone parent, a disabled person, leaving school or college, over 50, or simply out of work, there's practical help available. So before you start your job search, it's good to get a decent CV together, as well as getting some practice filling out application forms and trying out your interview techniques.

Timescale Three sessions three and a half hours each session

Suitable: for residents who are seeking employment

Overview of content:

Part 1

- Drafting a CV
- Skills based CV
- Transferable skills
- Common mistakes with CVs
- Covering letter

Part 2

- Completing a job application form
- Job description and person specification
- Complete a mini job specification form

Part 3

- Interviewing skills
- Before attending interview
- Attending an interview and questions you could ask a potential employer
- Some do's and don'ts at interview
- A chance to practice your interviewing skills

How make your Residents' Association inclusive

When seeking to involve different groups in your local community the task can seem daunting, particularly if you have tried before and got little or no response. There may be a number of reasons why people do not get involved with your resident association. This course will help participants to plan practical ways of supporting the involvement of different groups in residents' organisations.

Timescale: One session three hours

Suitable for: All

Overview of contents:

- Haringey community profile
- Identifying under-represented groups
- Potential barriers to involvement
- Practical tips for involving different groups

How we consult and involve leaseholders

Timescale One session three and a half

Suitable for : Leaseholders

Overview of content

- General and statutory consultation on contracts for works and services
- Involving our residents through Homes for Haringey's panels and forums
- The key leaseholders scheme; the Feedback Scheme (complaints)
- The role of the new residents' Scrutiny Panel
- The revised Resident Involvement Agreement
- Keeping you up to date - information from Homes for Haringey's website, from the magazines for residents (Homes Zone and Leaseholder News) and from a range of booklets

Internet for leaseholders (find out the best online resources for leaseholders)

Timescale One session three and a half
Suitable for: Leaseholders

Overview of content:

- How to access the web – use of PCs at local libraries, Haringey Library courses, the BBC website course.
- Good websites for leasehold information and how to use them:.
- Homes for Haringey and Haringey Council, government websites
- The Leasehold Advisory Service, the Residential Property Tribunal Services

Introduction to computers

This course is aimed at those new to using a computer. Participants will learn basic computer concepts and skills related to the Windows environment. They will also learn the basics of Microsoft Word and Outlook.

Overview of content:

- The various parts of a computer system
- Introduction to windows and Sending emails
- Starting and quitting programs
- Aspects of window, files and folders
- Word basics, outlook main window
- viewing and managing mail, address book and keeping contacts

Introduction to being a leaseholder

Timescale One session three and a half
Suitable for : Leaseholders

Overview of content

- The work of the Home Ownership Team
- What service charges cover and how to pay them

- Important terms in the lease; the legal requirements for consulting leaseholders about works and services
- How we involve residents through Homes for Haringey's panels for residents

Leaseholder rights, your lease and the law

Leaseholders' have the right to be consulted about major works under section 20 of the Landlord and Tenant Act 1985. Other statutory rights: to receive a summary of costs (on request); to inspect our accounts and the relevant documents; to apply to the Leasehold Valuation Tribunal; to receive statements of rights for administrative charges and for service charges; and so on.

Timescale: Two – two hour sessions

Suitable for: All

Overview of content:

Part one -Your lease and our service standards

- The Lease - Leaseholders' rights (and responsibilities) under the lease
- Service standards – for Homes for Haringey and the Home Ownership Team
- Equalities and diversities – Homes for Haringey's policies for treating everyone equally
- Booklets: *Leaseholders' Charter* and *Plain English Guide to your Lease*

Part two – your statutory rights

- Major works – the leaseholder's right to be consulted about work to their building and estate (Section 20 of the Landlord and Tenant Act 1985, as amended). Short overview of the non statutory additional ways in which we consult leaseholders, payment options etc.
- Other rights - to receive a summary of costs (on request); to inspect our accounts and the relevant documents; to apply to the Leasehold Valuation Tribunal; to receive statements of rights for administrative charges and for service charges; and so on.
- Booklets: *Consulting Leaseholders* and *Section 20, Paying for major works* and the *Leaseholders' Charter*.

Making meetings effective

What makes a meeting effective? Effective meetings leave attendees feeling energised and ready to accomplish tasks.

Timescale: One session - three hours

Suitable for: All

Overview of content:

- Preparing for meetings?
- The role of and skills needed to be the chair person
- Dealing with difficult situations in a meeting
- Code of conduct
- Making decisions
- The purpose of minute-taking

Managing conflict

Conflict isn't necessarily bad – it can be constructive, especially when people with opposing views work together to produce a new position that all can support. Often the results are better than any one of the contributors' initial positions. Conflict can also be destructive, when differences of opinion turn into personal attacks, sniping, exclusion, silence, gossip, or worse – violence and other forms of abuse. It can have a negative effect on performance and often its magnitude is hugely out of proportion to the disagreement that caused it.

Timescale: One session - three hours thirty minutes

Suitable for: All

Overview of content:

- What is conflict?
- Causes of conflict
- Coping with conflict
- Creative ways to manage conflict

Minute/note taking and agendas

Knowing how to take meeting minutes accurately and communicate them quickly is an invaluable business communication skill. Many hours are lost trying to remember who agreed to do what when badly written or worse, non-existent, meeting minutes are taken. Learn how to take meeting minutes effectively.

This course will help participants to develop the skills and confidence they need to take notes at meetings and learn and practice techniques for writing clear and accurate minutes and agendas.

Timescale: One session – two and a half hours

Suitable for: All

Overview of content:

- Different roles within the meeting process
- Agenda which helps the meeting to achieve its purpose
- Building effective relationships with the chair and other participants
- Different minute taking techniques
- Writing style when writing up the minutes

Money matters

This three-session course provides opportunities to explore issues around managing money. It uses fictional stories to help participants apply good principles when managing their own finances.

Timescale: Three sessions – three hours each

Suitable for: All

Overview of content:

- Getting to know your finances
- Improving your shopping habits
- Prioritising debts
- Effective use of credit cards
- Dealing with banks and loans
- Meaning of money in our society

Negotiation skills

Negotiation is something that we do all the time and is not only used for business purposes. For example, we use it in our social lives, perhaps for deciding a time to meet, or where to go on a rainy day. Negotiation is often seen as a compromise to settle an argument or issue to benefit ourselves as much as possible. Communication is always the link that will be used to negotiate the issue/argument whether it is face-to-face, on the telephone or in writing. Remember, negotiation is not always between two people: it can involve several individuals and organisations. There are many reasons why you may want to negotiate and there are several ways to approach it. These sessions look at a few things that you may want to consider.

Timescale: Two sessions - two hours thirty minutes per session

Suitable for: All

Overview of content:

- Prepare to negotiate
- Ways of overcoming the power imbalance between landlord and resident
- Advantages and pitfalls of negotiating as a team.
- Tactics to combat 'dirty tricks'
- A range of practical techniques to improve your negotiating skills

Organising events

Event organisers are responsible for the production of events from conception through to completion. The role of event organiser is hands-on and often involves working as part of a team. Event organisers must be able to complete a wide range of activities requiring clear communication, excellent organisational skills and attention to detail. They must work well under pressure, ensuring the smooth and efficient running of an event.

Events can include:

- Exhibitions and fairs;
- festivals;
- conferences;
- promotions and product launches;
- fundraising and social events.

Timescale: One session - three hours

Suitable for: All

Overview of content:

- Planning in advance and having clear objectives
- Organising your event
- Outlining your budget
- Health and safety
- Sponsorship
- Legal issues
- Child protection

Public speaking and presentation skills

Do you have to stand in front of a group of people and make a speech? Do you sometimes feel nervous? Does your throat go dry? If your answer is yes to any of these questions, then this is the right course for you.

This course has been designed to give you the opportunity to practice speaking in public, and learn techniques that will give you the confidence necessary to speak in front of a group of people.

As residents' association members or residents who attend meetings, you will probably have to speak in public to different kinds of people, such as tenants, housing officers or councillors.

Presentation skills are also useful for interviews, weddings and dealing with all kinds of authorities.

The opportunities presented to you during this training course will allow you to practice speaking in public and learning a few techniques which will help. Don't worry if you feel shy or nervous – this session is all about building confidence.

Timescale: Two sessions – two hours thirty minutes per session

Suitable for: All

Overview of content:

- Things you should do before giving a presentation
- Things you should do/be whilst delivering a presentation
- Ways of dealing with nerves
- Deliver a ten minute presentation

Producing a community newsletter

A well-informed community whose residents know one another is often the community with the fewest problems, and the community best organized for neighbourhood improvement. An ideal way to build this communication network and get information out to residents is through the publication of a community newsletter. Newsletters come in any number of styles, are widely used, and help develop a sense of neighbourhood identity. Putting the newsletter together requires a hefty volunteer effort and all too often ends up as the sole responsibility of one person.

By appointing a number of people to fill different roles, you can keep any one person's burden from growing too large and ensure that no single editorial bias takes over. The focus and structure of your newsletter is really determined by the needs and wishes of your community. All that is truly needed is commitment from a group of volunteers to produce a regular, dependable publication.

This course provides a practical look at how to produce effective and professional newsletters and similar publications/publicity material. The course has a hands-on emphasis covering the gathering, writing and editing of stories, design tips and avoiding pitfalls. Group work, exercises, handouts and real examples are used to provide the framework for producing publications to be proud of.

Timescale: One session – three hours thirty minutes each

Suitable for: All

Overview of content:

- Benefits of having a community newsletter
- Format and content of your newsletter
- Publicising and distributing your newsletter
- Produce a draft one page newsletter

Sustainable energy use

Sustainable energy use is about living in a way that enables us to meet our needs without destroying the planet. This course will help you develop awareness of your energy use and to think about a personal action plan. Where do we use the most energy? How can we use less energy while enjoying life more?

This will be an enjoyable look at how to save money and contribute towards a sustainable future for our planet.

Timescale: One session - three hours

Suitable for: All

Overview of content:

- Sustainability
- Carbon footprint explained
- Our personal energy use
- Produce a personal action plan

Team building

Are you a team - or a group of individuals who are trying to work well together? People bring a variety of skills, knowledge and attributes to teams. "No one can do everything by themselves". It is part of human nature that we rely on others at times. There are many advantages of working together effectively as a team. Teams that work well together achieve more than the sum of individuals. This course is aimed at people who would like the opportunity to explore different aspects of team building.

Timescale: Two sessions - two hours each

Suitable for: All

Overview of content:

- What is a team
- Blocks to teamwork
- Characteristics of good teams
- Belbins team roles

The do's and don'ts of subletting your leasehold property

Timescale: One session three and a half

Suitable for: Leaseholders

Overview of content:

- Essential safety checks for your flat
- Registration with Homes for Haringey;
- Arrangements for building insurance, and so on; requirements for tenancy agreements for your tenants (assured shorthold tenancy agreements)
- Legal requirements, such as for deposits
- Rules of behaviour for all council residents (disposal of rubbish, prevention of excessive noise, etc)

Treasurer skills

You don't have to be a mathematician to be a treasurer (though it helps if you can add up or use a spreadsheet). It's much more important to be logical and consistent. This session will look at what is involved in being Treasurer for a voluntary group such as a Residents' Association, We will look at:

Timescale: One session – three hours

Suitable for: All

Overview of content:

- The responsibilities of the treasurer
- Recording the monthly income and expenditure
- Reporting to the Residents Association
- The importance of having accounts audited
- How to do a bank reconciliation
- The process of producing a budget
- Monitoring the budget against expenditure

Additional courses planned

- Monitoring and reviewing performance

Look out for the dates, times and venues on the Homes for Haringey website www.homesforharingey.org/training, in your local neighbourhood housing office or on estate notice boards.