

Working on the frontline in any sector can be tough but also very rewarding.

This year's **Connect//serve//deliver** event will help build your confidence and knowledge making you even more productive in your housing role.

This unique event, for frontline staff, highlights some of the issues that can affect you and provides skills, tips and techniques to deal with them but in a fun to learn way.

The event is aimed at all staff who engage with tenants and other customers on a day to day basis.

None of that boring conference stuff here.....

9.30am

Registration

Tea/coffee

10.00am

Welcome and introductions

Alan Ferguson, Director, SHARE

10.10am

Brian Costello, Founder and Director, Headstrong

The only constant in life is change.

But, sometimes even though you are working hard, doing the 'right' things, smiling through every challenge and doing your best to be helpful - the things you really want to change seem to just stay the same.

Do any of the below sound familiar?

- Every change you make undoes itself in no time?
- You feel out of control and the more you try and make things different the more chaos seems to happen?
- You look to people for help and advice and it sounds great but still nothing changes?
- You start to feel helpless feeling as if you've tried everything and you are out of options?

But what if it could be simpler and you already know how to fix it you just don't realise you know yet?



SESSION 1

Fake it 'til you Make it: Confidence on the frontline

Speaker: Andrew Thomas, Actor

This workshop will set out to improve your confidence within the work place. Exploring the barriers you have and crashing through them is the main objective. Through interactive exercises we help to build, establish and maintain your confidence.

“Fake it ‘til you make it” will focus on techniques both pre and post interaction - to ensure that every experience is a learning one.

Keeping lone workers safe

Speaker: Seamus Corry, Owner, The Potentially You Project

This workshop is suitable for anyone working alone in the community and for line managers/supervisors with direct contact and support of lone workers.

Seamus will provide delegates with guidance on how to keep you and your team safe.

The Scottish Social Housing Charter, why it matters

Speaker: Stuart Eglinton, Consultant and Trainer, SE Training

This workshop will discuss why the housing charter was developed and how it allows the government to set the direction for Scotland’s housing associations and co-operatives. The Charter is used by the Scottish Housing Regulator to monitor performance and used to compare different associations and co-operatives.

Delegates will then have the opportunity to discuss what they like and dislike about the charter.



SESSION 2

A different approach to customer care

Speaker: Julie-Ann Cloherty, Training & Development Officer, SHARE

Have a Nice Day: Lessons in customer experience from across the pond. The phrase “Have a nice day!” is synonymous with the American approach to customer service. Advocates would say it epitomises the friendly, cheerful and personalised approach which the best known American companies strive to achieve. This session will look at the lessons that can be learned from American customer service; asking how and why we should integrate some of this practice into delivery of an exceptional service in the housing sector.

Recognising a vulnerable tenant

Speaker: Peter Anderson, Development Co-ordinator, Glasgow Homelessness Network

The workshop will be run interactively with good practice coming from attendees’ experiences and will look at several areas:-

- Observation – Physical environment and conversations;
 - Understanding relapse – the role of addictions in vulnerability;
 - Prevention – If we solve problems early;
 - Making difficult conversations easier – Techniques in framing questions;
 - Use of care planning and assessment in spotting vulnerability;
 - Partnership working and smart referrals.
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The role of Committees/Boards

Speaker: Alan Ferguson, Director, SHARE

It’s challenging times for housing associations and co-operatives, not least because a number of associations are having problems where the underlying theme is poor governance.

It’s crucial that staff understand the roles and responsibilities of Committees/Boards and their role in leading and directing the association/co-operative. This session will explore the roles and responsibilities of Committees/Boards and staff, discuss the importance of getting governance right and the need to ensure Committees/Boards and staff work effectively together to ensure high performing and well governed organisations.

2.00pm

WORKSHOPS - CONTINUED

SESSION 2

Making social media work for you

Speaker: Rosie McIntosh, Third Sector Lab

This workshop will draw on Rosie's experience of working with housing associations to offer you practical hints and tips for using social media to connect with your tenants and communities.

Dealing with conflict and violence

Speaker: Seamus Corry, Owner, The Potentially You Project

Delegates attending this workshop will gain a unique insight into bullying and harassment. This workshop is directed towards those who are in regular contact with members of the public and service users who may become frustrated, upset or aggressive.

The workshop focuses on verbal and non-verbal communication used to calm and de-escalate conflict. These methods are intended to be successful prior to the need to use any physical intervention or exit strategy and include approaches to providing service, recognition of warning signs, de-escalation models and cultural awareness.

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3.00pm

Tea / coffee / juice

3.30pm

Closing Plenary

4.00pm

Close



WHAT DELEGATES SAID IN 2017

"I had been at the event last year so was looking forward to it this year."

"Relevant and motivational."

"Fun, entertaining and captivating."

"Upbeat, confident, makes you feel better about yourself and that effort and believing in yourself can bring results."

"Good positive energy from start to finish."

"Enjoyable day from start to finish."

Selfie COMPETITION

Take a **SELFIE** on the day of the event and be in with a chance to win:



Amazon Echo Dot



2017 Winner



Member: £175 | Non Member: £225

£120 REDUCED COST - If you are between 16-24 and currently studying a housing related qualification

To book: <https://www.share.org.uk/en/events/category/30> or email info@share.org.uk



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