

TRAINING AND MENTORING PROGRAMME

Scrutiny and Empowerment Partners Limited (SEP)

Maximising the Influence of Volunteer Engagement

Developing Leadership and Management Skills for Volunteers, from September 2015

An innovative training programme for customer volunteers from Consultative Groups, Scrutiny Groups, Complaint Panels, Neighbourhood Panels, Inspectors, Community and Resident Groups (and their staff)



Pick and Mix, or take the whole course at a discounted price

Leadership and Management Training for Customers

Everyone needs leadership skills, whether you want to inspire others to your way of thinking, communicate effectively, influence decisions made by senior staff and boards, negotiate, get noticed, be more credible in your arguments, have a bigger voice, manage change, remove obstacles or take more/less control of a local situation, etc.

Participants will work with us, using our self-assessments, presentations and learning tools, developing themselves and others, drawing on buckets of their own experience, recognising and transferring existing skills to use in volunteering, engaging in debate, learning how to maximise your impact in the community and with landlords.

As well as training and mentoring, we will bring in high level influencers as guest speakers to share their hints and tips.

Participants will have a Personal Development Plan to focus on with the group they represent and through our website, you/your staff will be able to access on line resources to help you further. You will bring with you and take away transferrable skills for your own personal development, for use as a volunteer, at home and in work.

Mentoring Training for staff to support you

We hope that customers will bring their link staff member along to this course. It is important that staff understand what you are trying to achieve and gain skills when you are training, to mentor you and pave the way for changes. This ensures support for you and makes sure your plans and learning bear fruit.

What form will the training take?

We will use a mixture of learning styles, including presentation and discussion, individual and group exercises, self-assessments, hand-outs, references, workbooks, etc.

You will be able to keep these in your own personal development plan to chart what you have learnt and what you consider you might act on from the session.

We will encourage you (but not force you) to meet with your linked staff member for your group, (whether they are able to attend the course or not) to get support for any actions you chose to take as a result of your learning.

We know diversity in training is important, so training is delivered to appeal to different learning styles. Training packs and work plans will be provided at each session.

We will work through your landlord to ensure training packs are provided in the right format for you.

How often will the courses run?

One training session during each month (2nd week of the month)

You can pick and mix the courses, of you attend all 4 – the training is discounted.

September to December, 10.30am to 3pm. Lunch and refreshments are included

	North West	Yorkshire and Humber	North East
Session one - Sept	7 th	8 th	9 th
Session two - Oct	5 th	6 th	9 th
Session three - Nov	9 th	10 th	11 th
Session four - Dec	7 th	8 th	9 th

We aim to hold the course close to your home base.

If you miss one near you, you are welcome to join an alternative session that week.

Attendance

Do I have to attend all courses?

No, you can pick and mix. All days are designed to stand alone.

Can the course be delivered for our organisation only, or for a group of local organisations?

Yes, just call us and we can work through with you how this might work.

If you hold the course in my organisation, will I get a discount?

Yes, just call us and we can work through with you how this might work.

Course Content

Session One – September – Understanding your Policy Environment and your influence

- ✓ What do you want to achieve from today?
- ✓ The housing, customer involvement and social policy environment – what's happening?
- ✓ How to keep up to date and influence your landlords reaction to these changes
- ✓ Understanding the wants and needs of others – including your landlord and other volunteers and groups
- ✓ Understanding yourself - emotional intelligence, self-awareness and motivation
- ✓ Maintaining your knowledge
- ✓ Setting goals for yourself and your group
- ✓ Action Planning, taking back and implementing what you have learnt today

Session Two – October – Demonstrating leadership and supporting other volunteers

- ✓ What do you want to achieve from today?
- ✓ What makes a good leader?
- ✓ Adopting a leadership style and vision
- ✓ Getting buy in for your ideas and setting the tone at meetings
- ✓ Taking control of a situation
- ✓ Motivating, developing and recruiting volunteers
- ✓ Maintaining respect from your fellow volunteers and landlord
- ✓ Action Planning, taking back and implementing what you have learnt today

Session Three – November – Managing Change and delivering value for money

- ✓ What do you want to achieve from today?
- ✓ Value for money - how it applies to your group and what you could do
- ✓ Understanding the customer journey and applying this
- ✓ Dealing with change and making the most of it
- ✓ Leading and implementing change
- ✓ Managing stressful situations and volunteering/life balance
- ✓ Communication top tips with young people and unrepresented diverse groups
- ✓ Building relationships, networking and marketing your group
- ✓ Action Planning, taking back and implementing what you have learnt today

Session Four –December – Achieving peak performance

- ✓ What do you want to achieve from today?
- ✓ Understanding performance information and action plans - how it applies to your group and what you could do
- ✓ Measuring success and achievement
- ✓ Nurturing a culture of creativity
- ✓ Dealing with conflict
- ✓ Managing difficult people
- ✓ Communicating good and bad news
- ✓ Maintaining credibility and reputation
- ✓ Celebrating and reflecting on our learning
- ✓ Action Planning, taking back and implementing what you have learnt today

Cost (net of VAT)

Whole course

Total for all sessions for 3 participants, including refreshments and handouts for all 4 sessions, is £800 (£66pp)

Total for members of Scrutiny.Net for the above is £600 (£50 per person).

Individual attendance at one or more sessions

It is £80 per person per session, or £60 for S.Net members.

Other combinations on attendance

If you require more/less customers/staff to be trained why not call or e-mail us for a quote?

Who will deliver the training?

Yvonne will deliver the training.

Booking information

Please fill in the attached booking form and return it as soon as possible, places are limited.

Any questions or queries? Please don't hesitate to contact me.

Yvonne

Yvonne@tenantadvisor.net

07867974659

About Yvonne

Yvonne Davies has over 30 years of experience in housing.

She has a breadth of knowledge of Policy and Co-regulation. Yvonne has a track record delivering innovation in service development and a commitment to working closely with customer volunteers and landlords setting up mutual and co-operatives alongside more traditional consultation and involvement structures.

For five years to 2010, Yvonne was Head of Housing and Economic Development for the Audit Commission. She served as the Commission's National Policy lead on Equality and Diversity and Vulnerable People. In this role, she contributed significantly to improving public services through inspection, assessment, research, advice and assistance - including the HCAs regulatory standards and government think tanks.

Prior to this, Yvonne was Managing Director of a Liverpool HA and prior to that she worked in a variety of roles, including Rent Collector, setting up Tenant Management Organisation, Regional Manager in Councils and Housing Associations in the Midlands. In the nicest possible way – she has been around a bit!

Yvonne is a qualified in Housing, Planning, Management and Adult Teaching.

Yvonne set up SEP in 2011 to support landlords and tenants in co-regulation and scrutiny.

About Scrutiny & Empowerment Partners (SEP)

SEP was set up to support tenants and landlords to build effective partnership arrangements and to work together through the new co-regulatory approach and bring out the best from customers and landlords in engagement. Work which SEP undertakes includes reviewing involvement structures, enhancing scrutiny and tenant inspection and ensuring that landlords and supported by tenants to deliver co-regulation.

SEP run a membership website – www.tenantadvisor.net which gives tenants and landlords access to best practices, housing and social policy developments, reduced cost training courses, a free performance club for involvement officers and access to free advice by phone. Membership also gives access to reduced cost consultancy and in house training.

Yvonne delivers other work to support landlords. For example, governance reviews, external appraisal's for Board members, consultation events, service and policy reviews, business process engineering, complaint management and investigations, value for money and equality training. In 2011, Yvonne developed the Housing Diversity Networks accreditation tool – DNA – Diversity Needs Assessment.

SEP worked with the **Centre for Public Scrutiny** to produce a report from the lessons learnt by the 10 co-regulatory champions, supported by the TSA and the lessons in scrutiny are very relevant for complaints – see www.tenantadvisor.net/events - the publications page. Yvonne continues as a member of the CfPS Advisory Board.

SEP was invited to advise the **Ombudsman** on their protocols for complaints and delivered a series of seminars on how the complaint system can operate, run jointly with the Ombudsman

Yvonne worked with 2 of the national **Tenant Cashback Pilots** to capture lessons from their work and to develop a toolkit to share.

We deliver training and mentoring to customer groups and review and improve the customers voice in HAs and Councils across the country.

In late 2011, SEP formed a partnership with the **Northern Housing Consortium** (NHC) to deliver their empowerment network and to run their staff quarterly performance clubs. This gives more access to training and ideas from their 1170 customers who work across the north. Yvonne organised and ran the **last 4 National Tenant Panel Conference** in York with the NHC in November each year for inspectors, complaint and scrutiny panels and for the last 3 years has organised their National Resident Involvement Conference in Blackpool, this year's theme was neighbourhood and community involvement.

Thanks readers for making a difference and supporting your landlord to improve the lives and services of so many people ;)

We have early opportunities to tweak the course content – if there is something you really want to cover – just contact us

