



Resilience

Practical training for frontline officers

Introduction

Now more than ever, resilience is a quality that will get us through challenging situations. Housing professionals are continuing to deal with extremely complex cases including ASB, domestic abuse, safeguarding, mental health problems, financial hardship and much more. This course will examine the impact that this can have on housing professionals working on the frontline, and explore some key skills that can make individuals become more resilient.

This course specifically will focus on:

- Who do you think you are? Focussing on individual strengths and areas for development: self-reflection
- What is resilience? Personal resilience and team resilience exploring the different elements: self-awareness, energy, purpose, focus, open-mindedness, relationships, acceptance
- The everyday challenges– ASB, domestic abuse, hate crime, tenancy fraud, counter allegations, safeguarding, official complaints, abusive residents, non-effective partnership working
- What is your purpose in dealing with this? Exploring the positive impact of your interventions, but also how to overcome the challenges
- The ultimate housing officer – who would they be?
- You've got what it takes– confidence building
- Real life coping techniques – how to stay motivated and driven to do a great job (both professionally and personally)
- Keep moving forward – easier said than done, but here's how! (usage of evidence, communication with residents, knowledge of what partners should be doing, positive challenge and gentle persistence).

What style of training is it?

We use a number of methods to get the best outcomes from the session; this will include lectures, multiple activities and group sessions. All of our sessions are emotive, fun, relaxed and informal and encourage open discussions to help the learning process. Participants will be encouraged to share their experiences, views and opinions.

Who delivers the training?

Our nationally recognised housing specialist Chris Grose leads on our training and has developed a variety of training packages that have proven to enhance participants' knowledge, skills and awareness. Chris has worked with hundreds of landlords and uses his practical knowledge and expertise to tackle very complex situations with a unique style.

Where does the training take place?

This training is delivered via the 'Zoom' online platform.

How do I book?

To book your place on this course or to find out more, please contact chris.grose@capsticks.com.