



Personal Impact for Social Housing

A 1 day programme



...the stuff that learning is made of



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Overview

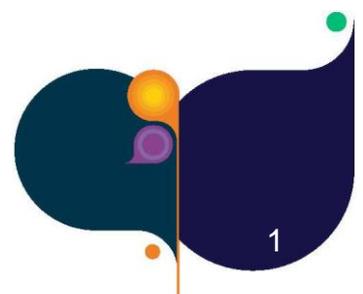
Creating a confident and professional impression with colleagues, tenants, suppliers and other stakeholders is essential when working in the social housing sector. This 1-day personal impact programme helps participants to analyse and understand their own strengths and areas for development to enable them to have more impact and increase their effectiveness in their role. As well as a practical exploration of techniques to improve personal impact, the programme also includes the development of strategies for; overcoming potential barriers to success, development of personal confidence, and personal development planning.

Main Features

- Where am I now, what are my strengths and weaknesses?
- Conducting a personal analysis
- Developing your strengths and managing your weaknesses
- What obstacles and barriers stand in the way of you achieving your plan?
- Analysing relationships and looking for areas of potential improvement
- The relationship between communication and behaviour
- Creating strategies for managing stress and nerves at work
- Identifying your individual sphere of influence
- Understanding the different between assertion and aggression
- Personal action planning

Key Benefits

- Improved personal impact in all situations
- More self-confident individuals
- Improved assertiveness
- More productive meetings and conversations
- Greater impact in face-to-face meetings and presentations
- More precise verbal communication
- Improved emotional control
- Less misunderstanding
- Reduced conflict and confrontation
- Better relationships at work
- Improved personal motivation and morale
- Immediate business impact





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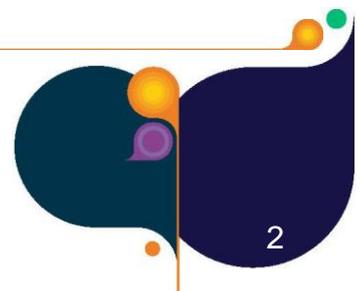
Further Detail

- Personal objective planning – where do you see yourself in the future
- Understanding and setting yourself goals, targets and objectives
- Where am I now, what are my strengths and weaknesses?
- Conduct a personal SWOT analysis
- Developing your strengths and managing your development areas
- Using the SWORD & SHIELD approach
- Milestones and small steps to achieving your goals
- What obstacles and barriers stand in the way of achieving your plan?
- How do you exploit strengths, manage weaknesses and overcome obstacles?
- The relationship between communication and behaviour
- Strategies for dealing with difficult situations and people Using the three step technique
- Using the balance of Intent and Impact
- Harnessing the power of your personal communication style
- Effective use of pro-active questioning and active listening
- Analysing relationships using transactional analysis
- Overcoming personal challenges and obstacles to success
- Tools and tactics to manage stress, nerves and pressure
- Identifying individual sphere of influence and what is and is not controllable
- Understanding the different between assertion and aggression
- Developing and sharing a personal action plan

Programme Style

The style of this intensive programme is to engage and to build knowledge and skills with minimal lecture and maximum interaction. We aim to leave people feeling inspired and to make a real difference to your organisation. Activities include:

- Input, guidance and facilitation by the trainer
- Group discussion and debate
- Sharing of experiences
- Individual and group exercises working on organisational-specific coaching activities
- Observation of activities and feedback
- Time for reflection and planning





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Important Stuff

Firstly, we're flexible!

We pride ourselves on being able to tailor our approach to different clients, colleagues and situations. Not in a fickle, chameleon kind of way, just in a way that ensures the best results for all the unique people and organisations we work with. If you have any special requests then let us know and we'll explore all your options with you.

The Whens

The recommended duration for this programme is 1-day and availability depending, it can be delivered on a date of your choice. Timings are to suit, usually with a morning and afternoon tea break and lunch in the middle.

The Wheres

We come to you to save delegates travelling to us. When you've decided where the training will be held, all you need to do is let us know the address.

The Whos

Your project manager will hand-pick a training specialist from the team to make sure that their style, approach and industry knowledge is matched with both your organisation and the delegate audience. Each programme can accommodate 4-15 delegates. If your group is smaller or larger, then just ask for details of one-to-one coaching or large learning events.

The Whats

All delegates receive everything they need for the training on the day, including workbooks, handouts, props and pens. They can also receive a personalised certificate of attendance in a presentation wallet, which will be issued following the programme.



And we've saved the best until last...

Unfortunately we can't perch on the shoulders of delegates and coach them through the weeks that follow their training. But through MyTrack membership, we can equip them with the tools to help make sure the learning is transferred to their day-to-day roles.

Benefits include:

- Access to their trainer to ask questions, share successes or discuss challenges
- Downloadable programme materials
- Further reading
- No 'use by date'

