



Australasian **Housing** Institute

Supporting
Housing
Professionals

Professional Development Guide

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About the AHI

Who we are

The Australasian Housing Institute (AHI) is the professional association of people working and volunteering in the multi-disciplinary social housing industry in Australia and New Zealand.

What we do

Our purpose is to support people in achieving excellence in their work, and the best possible outcomes for their clients, local communities and their organisations. We do this through a range of services designed to promote and develop a skilled and professional sector.

Our professional development workshops

The AHI carries out its intent by providing housing professionals access to a diverse range of quality professional development events and workshops throughout Australia and in New Zealand.

The workshops highlighted in this directory are the foundation of our professional development activities and are complemented by a range of other learning and networking opportunities such as networking events and online discussion groups.

Our workshops enable participants to learn about the ideas and experience of others, exchange information and make connections with people who have a shared interest.

Each of our workshops is expertly facilitated and presented by highly skilled and experienced practitioners. Their knowledge and experience enables them to enrich peoples' personal skills and professional development; benefiting their team, their organisation and the sector.

Public workshops

The AHI offers a wide range of **public workshops** throughout Australia and New Zealand. We design our professional development calendar based on the feedback of our clients and stakeholders.

Please, visit our web-site at <http://www.housinginstitute.org> to view our public workshop calendar.

In-house programs

All AHI workshops can be offered as part of an **in-house program**, and can be tailored to meet the needs of your organisation.

Recognition of AHI training

Recognition of prior learning (RPL)

Recognition of prior learning (RPL) is the formal acknowledgement by a Registered Training Organisation (RTO) of a person's competencies; regardless of how, when or where the learning occurred (e.g., formal or informal training and education, work and/or life experience).

It is an integral component of the vocational education and training system in Australia and is also referred to by a number of other terms, such as recognition of current competencies or credit transfer.

RPL could provide you with a full or part qualification.

RPL and AHI programs

If you are undertaking or seeking to undertake a vocational qualification, attendance at AHI training programs coupled with application of skills in the workplace may contribute to the RPL process.

Ahi certificate of attendance

To support your application for RPL your RTO will require evidence to support your claims of formal or informal training and education and work and/or life experience. This may include evidence of attendance at AHI training workshops.

To assist evidence requirements for RPL, the AHI can make available a certificate of attendance for each AHI workshop.

Further information

The AHI regularly updates its professional development information including the events calendar on www.housinginstitute.org

To discuss learning and professional development opportunities, please contact:

Australasian Housing Institute

PO Box 6100 Mawson ACT 2607 Australia

P: + 61 2 6494 7566

E: admin@housinginstitute.org

Further information can also be found at www.housinginstitute.org

Service Delivery Workshops

Building Resilience

- Overview** Building Resilience is a **one-day workshop** designed to develop worker coping and sustainability.
- The participant will be able to understand the importance of resilience for sustainability. This will review models and strategies for coping with a complex and demanding client group in an uncertain social and political context. The workshop is also unashamedly positive in focus, with the participant's enjoyment of the workshop a focal aim.
- Content**
- Resilience and coping models
 - Typologies of challenges
 - Personal and workplace coping strategies
 - A personal management plan and the next step
 - Stress management and the avoidance of burn-out
- Outcomes**
- Understand resilience and coping models
 - Recognise the diversity of challenges faced by the housing worker
 - Development of knowledge about personal and workplace coping strategies
 - A model and beginning of a personal management plan
 - Understand stress management and keys for the avoidance of burn-out
- Target audience** This workshop is aimed at any housing and housing-associated worker.
- Facilitator/s**
- John Flanagan
 - Steve Morgan

Client Focussed Service Collaboration

Overview	This one-day workshop aims to assist people who work in housing organisations develop collaborative working relationships with other organisations in order to deliver quality client services to tenants and other customers.
Content	<p>This training involves:</p> <ul style="list-style-type: none">▪ The thinking behind collaboration▪ Relationship building and the generation of rapport across services▪ Organisational and sector development toward partnering and integration▪ Frameworks for service collaboration▪ Success factors in building cross agency partnering <p>Workshop participants will explore both the theory and practice of service collaboration, using workplace examples.</p>
Outcomes	<ul style="list-style-type: none">▪ Understand the rationale for service collaboration in modern housing organisations▪ Identify strategic stages for organisations and sectors in implementing strategic partnering and networking arrangements▪ Understand dilemmas in developing strategic partnering arrangements▪ Develop an action plan for service collaboration in a selected setting (includes vision, goals and strategies)▪ Identify measures of success
Target audience	This workshop is aimed at social housing professionals whose work involves working with other organisations to provide a holistic service to clients.
Facilitator/s	<ul style="list-style-type: none">▪ John Flanagan

Conflict Resolution Fundamentals

Overview	<p>Conflict arises in a range of professional, leisure and personal situations. Such experiences can be frustrating and also at times distressing. Sometimes we can be so affected by conflict situations that we experience loss of confidence, communication skills and even our sense of self-value.</p> <p>This one-day workshop presents an enjoyable review of conflict and relevant theories, as applied to individuals and also groups. Training will review solutions, inclusive of communicative processes, the development of mutual goals, win-win situations via negotiation and the management of our own anxieties in such situations.</p>
Content	<p>This workshop covers the following topic areas:</p> <ul style="list-style-type: none">▪ understanding conflict as a human experience;▪ understanding a model of conflict resolution;▪ the introduction of necessary advanced self and communication skills;▪ the use of assertiveness skills; and▪ conflict mapping. <p>Workshop participants will explore the critical issues of working more effectively with conflict as occurring within challenging workplace situations (internal team issues, with clients and with stakeholders).</p> <p>They will have the opportunity to gain an understanding of and practical use of communication skills, conflict resolution skills and mediation skills and intervention techniques that may be of use within such work situations.</p>
Outcomes	<ul style="list-style-type: none">▪ Gain a greater understanding of conflict situations, their assessment and conflict mapping▪ Understand communication practices within a conflict scenario▪ Review strategies for positive outcomes in conflict situations▪ Develop skills in addressing conflict resolution
Target audience	This workshop is aimed at any housing and housing-associated worker.
Facilitator/s	<ul style="list-style-type: none">▪ John Flanagan▪ Steve Morgan

Conflict Resolution and Negotiation

Overview	<p>Conflict arises in a range of professional, leisure and personal situations. Such experiences can be frustrating and also at times distressing. Sometimes we can be so affected by conflict situations that we experience loss of confidence, communication skills and even our sense of self-value.</p> <p>This two-day workshop presents an active review of conflict and relevant theories, as applied to individuals and also groups. Training will review solutions, inclusive of communicative processes, the development of mutual goals, win-win situations via negotiation and the management of our own anxieties in such situations. This is a skills-based and purposefully experiential workshop.</p>
Content	<p>Workshop participants will explore the critical issues of working more effectively with conflict as occurring within challenging workplace situations (internal team issues, with clients and with stakeholders). They will have the opportunity to gain an understanding of and practical use of communication skills, conflict resolution skills and mediation skills and intervention techniques that may be of use within such work situations. This experiential and skills-based workshop seeks to develop the workers capacity to work within a conflict resolution framework.</p> <p>Material will be covered at both introductory and intermediate levels as occurring within specific workplace situations. Topic areas include:</p> <ul style="list-style-type: none">▪ The introduction of necessary advanced self and communication skills▪ The use of assertiveness skills▪ Understanding conflict as a human experience▪ Conflict mapping▪ Negotiation skills▪ Structured strategic solution to conflict
Outcomes	<ul style="list-style-type: none">▪ Gain a greater understanding of conflict situations, their assessment and conflict mapping▪ Understand communication practices within a conflict scenario▪ Review strategies for positive outcomes in conflict situations▪ Develop skills in addressing conflict resolution▪ Develop negotiation skills▪ Gain an insight into addressing conflict resolution, as a third party mediator▪ Understand and articulate limitations of work practice – and mechanisms for assertive referral and personal/ professional support▪ Practice structured strategic solutions
Target audience	This workshop is aimed at any housing and housing-associated worker.
Facilitator/s	<ul style="list-style-type: none">▪ John Flanagan▪ Steve Morgan

Creating a Positive Workplace Culture

Overview	<p>This one-day workshop helps organisations proactively approach positive aspects of culture whilst also addressing negative cultural traits, norms and actions. A motivated, engaged and productive workforce within a high functioning workplace culture is the optimal circumstances to deliver quality client outcomes.</p> <p>This workshop explores how to achieve this by providing participants with a clear understanding of frameworks and strategies for creating and maintaining a positive workplace culture.</p>
Content	<ul style="list-style-type: none"> ▪ Workplace and culture defined ▪ Legal framework ▪ What is harassment and bullying ▪ What is not harassment and bullying ▪ Legitimate management action ▪ Frameworks for managing workplace behaviour ▪ Intentional and unintentional actions ▪ Bullying and harassment risk indicators ▪ What to do if harassment and bullying happens to you ▪ Resolution processes ▪ Individual and collective responsibility ▪ Creating a positive work environment ▪ Self-care
Outcomes	<ul style="list-style-type: none"> ▪ Clear understanding of what constitutes harassment and bullying ▪ Support and reinforce existing organisational policies and procedures ▪ An ability to identify both overt and subtle behaviour that is unacceptable ▪ Clearly identify expectations of positive behaviour ▪ Clear understanding of formal and informal processes to resolve harassment and bullying ▪ Understanding of employer responsibilities ▪ Enhanced awareness of individual responsibility ▪ Understanding personal and organisational costs of harassment and bullying ▪ Increased peer support and trust ▪ Reinforcing positive elements of workplace culture
Target audience	<p>This workshop is aimed at managers, team leaders and social housing professionals at any organisational level.</p>
Facilitator/s	<ul style="list-style-type: none"> ▪ John Flanagan

Making Tenant Participation and Engagement Meaningful

Overview	<p>A one-day workshop is designed to strengthen skills and expand techniques for tenant engagement; enable participants to better understand the value and purpose of engaging tenants; and to strengthen a culture of tenant engagement in line with good practice in social housing management.</p> <p>Tenant participation and engagement is an important element of quality social housing management. This workshop uses a strong blend of theory and practice to give participants a clear context for engaging with tenants as part of social housing service delivery. Participants will explore a range of aspects of tenant participation and engagement using practical tools to plan and achieve outcomes for their agencies and the people they serve.</p>
Content	<ul style="list-style-type: none">▪ Tenant participation and engagement in the social housing context▪ The value of tenant participation and engagement▪ How tenant engagement relates to best practice in customer service and other related disciplines▪ The spectrum of participation▪ Techniques and ideas for generating outcomes through engagement▪ Constructing an engagement process▪ Reaching beyond the usual suspects▪ Capturing and using feedback generated through participation and engagement
Outcomes	<ul style="list-style-type: none">▪ Increased knowledge and understanding of tenant participation and engagement▪ Increased knowledge about the range of techniques for engaging tenants in decision making and in neighbourhood life▪ Practical tools for planning and implementing tenant participation and engagement processes
Target audience	<p>This workshop is aimed at social housing and community work professionals whose work involves:</p> <ul style="list-style-type: none">▪ direct contact with social housing clients▪ engaging tenants in social housing policy/program development or evaluation▪ liaising with or supporting tenant committees▪ community or urban renewal and regeneration▪ community development in social housing neighbourhoods
Facilitator/s	<ul style="list-style-type: none">▪ Dare Kavanagh

Mental Health First Aid

Overview	<p>A two-day workshop designed to improve the mental health literacy of the community.</p> <p>First Aid is the help given to an injured person before medical treatment can be obtained. Mental Health First Aid is the help given to someone developing a mental health problem or in a mental health crisis. The first aid is given until appropriate professional treatment is received or until the crisis resolves.</p>
Content	<p>The course covers helping people in mental health crisis situations and/or in the early stages of mental health problems.</p> <p>Crisis situations covered are:</p> <ul style="list-style-type: none">▪ Suicidal behaviour/thoughts▪ Acute stress reaction▪ Panic attacks▪ Acute psychotic behaviour <p>Mental health problems covered are:</p> <ul style="list-style-type: none">▪ Depression▪ Anxiety disorders▪ Schizophrenia▪ Bipolar disorder <p>Participants will learn the signs and symptoms of these mental health problems, where and how to get help and what sort of help has been shown by research to be effective.</p> <p>The workshop engages participants in a variety of small and large group case scenarios and activities that allow you to practise and reinforce the learning gained in the information and content lessons. You will be given ongoing feedback during the practical group sessions to ensure the techniques you practise will be effective in your working environment.</p>
Outcomes	<ul style="list-style-type: none">▪ Recognise the signs and symptoms of the most common mental health problems so to begin make appropriate referrals to mental health or other services as needed▪ Dispel the myths around mental illness so to respond appropriately and compassionately to clients with confidence and without fear▪ Recognise how to respond to crisis situations such as aggression and disclosure of acute suicidality
Target audience	<p>This course will be of great benefit to housing professionals and community service providers who work directly with clients.</p>
Facilitator/s	<ul style="list-style-type: none">▪ Raichel Green▪ Philippa Harris

Positive Customer Service

- Overview** The aim of this **one-day workshop** is to build capability of individuals to provide a high quality customer service experience consistently; based on a positive mind-set, behaviours and communication skills.
- Content**
- Choose Your Attitude
 - Empowering Beliefs
 - Exploring the Meaning of Empathy
 - Valuing Differences - the DISC Exercise
 - Empathy Blockers
 - Active Listening
 - Teamwork - productive attitudes and behaviours in a cooperative setting
- Outcomes**
- Recognise that we do have a choice of attitude in every moment
 - Discuss how different core beliefs produce different feelings, behaviour and consequences
 - Practise shifting core beliefs
 - Arrive at a common understanding of the term empathy
 - Recognise key elements of empathy as a skill
 - Apply a framework for identifying and valuing different behavioural styles
 - Explore ways we impede or block empathy
 - Create and foster empathy through active listening
 - Analyse current application of productive attitudes and behaviours in a cooperative setting
 - Identify new behaviours to provide a high quality customer service experience
- Target audience** This workshop is aimed at staff at all levels wishing to enhance the customer service experience they provide.
- Facilitator/s**
- Donella Roberts

Understanding Anti-Social Behaviour

- Overview** The purpose of this **one-day workshop** is to provide information on the current research, practices and trends of anti-social behaviour (ASB) in Australia and overseas to inform and support the practice of frontline workers. Importantly the workshop aims to generate discussion and debate in the participant groups concerning the nature, causes and strategies used in working and dealing with anti-social behaviour. To this end a combination of presentations and facilitated discussions are utilised in the design of the workshop.
- Content**
- Anti-Social Behaviour defined
 - The legislative context
 - The policy context
 - Learning from other jurisdictions
 - Practice frameworks for effectively managing ASB
 - Working effectively with the tools you have
 - Interagency collaboration
 - Managing stakeholder expectations
 - Expanding your toolkit
 - Self-care
- Outcomes**
- Clear understanding of the parameters of anti-social behaviour
 - A clear understanding of legislative, policy and practice frameworks
 - Exploration and assessment of different policy settings and practice responses from relevant Australian and international jurisdictions
 - Review what has worked to effectively addressing ASB and also what hasn't
 - Facilitate opportunities for participants to share their experiences
 - Provide ways to successfully manage expectations and perceptions of complainants and the wider community
 - Stimulate thinking to inform the further development of operational policies
 - Participants will leave with practical strategies and approaches to effectively addressing ASB
- Target audience** This workshop is aimed at social housing professionals whose work involves direct contact with clients, along with team leaders and managers.
- Facilitator/s**
- Steve Morgan

Understanding Trauma

Overview

This **one-day workshop** is designed to increase awareness, understanding and effective skills relevant to working in the housing sector with clients with trauma experiences.

The participant can expect to develop awareness and understanding of both client and worker trauma experiences relevant to work in the housing sector. This will include a review of effective strategic approaches relevant to working with clients experiencing trauma and in managing the workers emotional reactivity to traumatic client narratives.

Content

- Historical and theoretical perspectives on trauma
- Awareness of prevalence and effects
- How trauma affects clients
- How trauma affects workers
- How to communicate and work with clients experiencing trauma

Outcomes

- Understand historical, theoretical and critical perspectives on trauma
- Build awareness of the prevalence and effects of trauma
- Understand the variability of ways that trauma experience may affect clients
- Understand ways to manage the risk of vicarious traumatisation
- Develop skills in communicating, also effectively working with clients experiencing trauma
- Develop an understanding of further referral sources, relevant to clients with trauma

Target audience

This workshop is aimed at housing and associated workers who may interact with clients and consumers who may experience or may have previously experienced trauma response. In particular, it is noted that whilst trauma may be associated with some marginalised, refugee and migrant client groups – trauma response is not restricted in its impact socially and indeed may be vicariously experienced by front-line workers from many sectors and agencies.

Facilitator/s

- John Flanagan
- Steve Morgan

Working with Clients who have Drug and/or Alcohol Dependency

- Overview** At times, housing and support staff work with clients who are experiencing substance abuse dependency. This **one-day workshop** is provided to assist housing workers who work with people who may be experiencing difficulties in living that may be associated with alcohol or substance abuse issues (abuse, misuse and dependency).
- Content** Workshop participants will explore the issues of working more effectively with clients who are experiencing substance abuse dependency. While the training may not be able to address each specific concern that a participant may have – or provide ideal solutions for every situation, the aim is to share and then try out different approaches and ideas that may be of help.
- There are four aims to this workshop:
1. to de-bug some of the common myths and misconceptions about alcohol and drug use
 2. to provide information about alcohol and drugs, that may be of value for workers
 3. to develop a clear conceptual understanding of substance abuse problems, as experienced by individuals and communities, and
 4. to look at strategies and techniques that may be of use to aid workshop participants in their work with alcohol and drug affected clients.
- This workshop utilises both informative and interactive learning processes emphasising interpersonal skills as the foundation for an effective helping process.
- Outcomes**
- To be able to demonstrate relationship building skills with people with substance abuse problems
 - To understand the major models for understanding dependency and also change (abstention, harm minimisation, controlled use)
 - To examine strategies to facilitate change in substance using clients
 - To identify relevant community networks to support the worker and client
- Target audience** This workshop is aimed at social housing professionals whose work involves direct contact with clients.
- Facilitator/s**
- Scott Natho
 - Steve Morgan

Working with Complex and Demanding Clients

Overview

Housing, community and health personnel work with clients who may experience serious mental health problems, substance abuse dependency, relationship conflict, family dysfunction and/or disordered personality. These clients may present as aggressive or abusive and, on occasion, such interactions can lead the worker to feel overwhelmed and distressed.

This **one-day workshop** aims to assist people in delivering quality client services to those whose situations are complex and whose behaviour is, at times, demanding and challenging.

It will enable participants to develop strategies and communication skills to work more effectively in such client situations.

Content

- Assessment of complex situations
- Introduction of de-fusing and de-escalation skills
- Use of assertiveness skills
- Self-management
- Sharing local knowledge of appropriate agencies for additional expertise and referral

Workshop participants will explore the critical issues of working more effectively with complex and demanding clients. They will have the opportunity to gain an understanding of, and practical use of, strategies and intervention techniques that may be of use to them in such work situations.

While the workshop may not be able to address each specific concern that all trainees may have – or provide ideal solutions for each and every situation, the goal is to share an array of strategies and ideas that may be helpful to the worker.

Outcomes

- Gain a greater understanding of complex and demanding clients
- Examine staff attitudes and expectancies of working with complex and demanding clients
- Develop communication skills for use with complex and demanding clients
- Examine relationship-building skills
- Develop an assessment strategy
- Gain a broad appreciation of diverse intervention strategies
- Understand and articulate limitations of work practice – and mechanisms for assertive referral and personal / professional support
- Identify relevant community networks

Target audience

This workshop is aimed at housing, community and health personnel whose work involves direct contact with clients.

Facilitator/s

- Steve Morgan
- John Flanagan

Management and Leadership Workshops

Client Focussed Team Management

Overview

Strong teams are built on good workplace relationships and shared operating principles. In a hectic, client focused work environment, team members rely on each other to respond effectively to clients within the team and organisational framework. Quality customer service is guided by this consistent approach across all team members.

This **one-day workshop** provides an opportunity for housing team managers to come together to share elements of client focussed team management, and insights into the essence of leadership behaviours that support a healthy team with a strong client focus.

Content

This workshop emphasises skills and strategies as the foundation for effective helping. Like all experiential training programs, we rely upon participants' contributions within these sessions.

We will explore the elements of client focussed practice and relationship building and the generation of rapport from an organisational and staff context.

1. Different leadership behaviours will be analysed and management through advanced communication skills will help managers deliver the vision and promote assertiveness and the motivation to change.
2. Advanced communication skills and action planning will enable managers to develop strategies to develop a client focussed team.
3. Personal self-care including limitations, organisational issues and supportive work cultures are the final building blocks to supporting a healthy team.

Outcomes

- Understand what client focussed leadership means in a contemporary social housing context
- Identify new approaches to effective client engagement in a rapidly changing housing system
- Recognise strategies for reinvigorating the client focus tired team members
- Undertake action planning – trying something new

Target audience

This workshop is aimed at housing team managers whose work involves direct contact with clients.

Facilitator/s

- John Flanagan

Leadership Awareness

Overview	The aim of this one-day workshop is to encourage participants to reflect on and explore their leadership approach and style and identify opportunities to maximise leadership effectiveness.
Content	<ul style="list-style-type: none">▪ You as a Leader▪ How is a Manager different from a Leader?▪ The Leadership Compass▪ Your Leadership Time▪ Critical Communication Areas▪ Decision Making Approaches▪ Motivating Others
Outcomes	<ul style="list-style-type: none">▪ Better understand who you are as a leader▪ Categorise the qualities and behaviours of both managers and leaders▪ Identify your own leadership style or orientation▪ Measure how you spend your leadership time▪ Assess your communication in three critical areas▪ Apply decision making strategies to leadership decisions▪ Identify what motivates you and others to work▪ Identify an individual action plan to enhance leadership effectiveness
Target audience	A practical workshop appropriate for anyone in a management or supervisory role that is keen to improve their leadership effectiveness.
Facilitator/s	<ul style="list-style-type: none">▪ Donella Roberts

Leading and Sustaining the Housing Workforce

Overview

Whilst the effective worker is understood as essential for any contemporary service-oriented organisation, this is arguably nowhere more true than in the housing sector. It is also understood that the housing worker faces ever-increasing challenge from complex clients and an ever-evolving work sector.

The aim and invitation of this **two-hour lunch session** is to engage with our AHI facilitators and other housing leaders around the topics of leadership, support and sustainability of the contemporary worker. This will be inclusive of a brief (30 minute) AHI presentation relevant to the topic, but intended as a catalyst for meaningful solution-focused discussion amongst the participants.

Content

This workshop presentation covers the following topic areas:

- Leadership skills in a changing workplace
- Leading and sustaining the effective worker
- Supporting organisational development

Outcomes

There are no specific learning goals, rather an invitation and opportunity to engage the material, participants and AHI facilitators in an evolving and unstructured way.

Target audience

This workshop is aimed at experienced leaders within the housing and allied sector.

Facilitator/s

- Steve Morgan
- John Flanagan

Managing for Success

Overview	The aim of this two-day workshop is to examine the role of manager and explore key management skills. Participants are encouraged to reflect on strengths and weaknesses, practise management approaches and identify opportunities to maximise management effectiveness.
Content	<ul style="list-style-type: none">▪ Management Beliefs▪ The Leadership/Management Balance▪ Balancing Task- and People-Oriented Leadership▪ Managing the Important Things – Pareto’s Principle & The Time Management Matrix▪ Critical Communication Areas▪ Behavioural Styles▪ Feedback as a Management Tool▪ Decision Making Approaches▪ Managing by Motivation▪ Managing Conflict in the Workplace▪ Goal Setting
Outcomes	<ul style="list-style-type: none">▪ Discuss beliefs regarding management and explode some myths about management▪ Make a distinction between leadership and management and define personal strengths▪ Undertake a comprehensive analysis of your behavioural approach to management▪ Apply Pareto’s Principle to determine priorities for self and others▪ Make a comprehensive analysis of your tasks and categorise them into four quadrants.▪ Assess your communication in three critical areas▪ Recognise and adapt to own and others behavioural styles▪ Provide positive and constructive feedback to individuals and teams▪ Apply decision making strategies to management decisions▪ Identify what motivates you and others to work▪ Identify critical success factors for delegation and determine tasks to be delegated▪ Set goals to enhance own management effectiveness and team performance
Target audience	This workshop is aimed at new and experienced team-leaders, supervisors and managers keen to continually learn and maximise management effectiveness.
Facilitator/s	<ul style="list-style-type: none">▪ Donella Roberts

Stepping Up - A Roadmap for New Supervisors

- Overview** The goal of this **one-day workshop** is to provide participants with an accurate, real-life picture of what it means to be a supervisor, the expectations for the position, the skills and knowledge required as a supervisor, and the path to effectively supervise others.
- A supervisor's job involves many day-to-days such as planning, budgeting, problem solving and those tasks specifically associated with production and administration. This one-day workshop, however, is focussed primarily on people skills. By placing emphasis on this, we recognise that interacting with people is the foundation for success in every supervisory endeavour.
- Content**
- The Role of Supervisor
 - The Challenges You Face as a New Supervisor
 - Taking the First Step
 - Performance Components
 - Provide Clear Expectations
 - Enhance Ability
 - Promote Engagement
 - Supervisory Competencies
 - Your Personalised Roadmap
- Outcomes**
- Explain the role of supervisor
 - Describe how to effectively deal with the challenges that new supervisors face
 - List the steps needed to get started as a new supervisor
 - Apply the principles to build credibility as a supervisor
 - Describe performance components when supervising
 - Identify the steps required to prepare a personalised road map to develop their supervisory knowledge and skills
- Target audience** Whether you have recently become a supervisor, will soon be promoted to the position, or are seriously considering becoming a supervisor, *Stepping Up* is the key to realising your full potential.
- Facilitator/s**
- Donella Roberts

MasterClass Series

The AHI MasterClass Series are premium professional development events focussing on current issues for experienced industry leaders.

Leadership Retreat MasterClass

The **Leadership Retreat MasterClass** is for experienced housing industry leaders.

During the residential meeting participants have great opportunities to improve their individual proficiency, make industry connections and build organisational capacity in a distinctly housing context.

Retreat theme and topics are developed with consideration of current industry issues and trends.

People and Places MasterClass

The **People and Places MasterClass** will be of interest to people who are active in place making, community renewal, urban regeneration and social inclusion. We encourage practitioners, decision makers and policy developers to attend. Our intention is to support people already well established and expert in this area to further develop their practice and knowledge.

The People and Places MasterClass is designed to support housing professionals involved in place making, community renewal and urban regeneration. Many housing organisations are faced with two sets of interrelated and significant challenges

- improving the physical environment - homes, streets, neighbourhoods and
- tackling the long-term social and economic disadvantage often a feature of communities where social housing dominates

Please contact the AHI for more information regarding the MasterClass series.

Our Facilitators

The AHI contracts the services of highly experienced practitioners who are experts in their respective fields. Our dynamic facilitators receive considerable praise for their ability to consistently deliver on learning outcomes in workshops that are both highly interactive and thought provoking.

Joan Ferguson

Australasian Housing Institute Chief Executive

Joan Ferguson is the dynamic Chief Executive of the Australasian Housing Institute and has a long history working in the Homelessness and Community Housing areas.

Joan is a former Executive Director of Housing Services with the NSW Department of Housing, leading service delivery in a large part of rural NSW as well as the inaugural Director of the NSW Federation of Housing Association. Before moving to Australia, Joan worked in women's refuges, an advice centre for homeless young people and supported housing in London.

During her five-year tenure with the AHI, Joan has overseen the rapid development and expansion of the organisation's learning and professional development services , which currently include a highly successful public workshop program, in-house services and a consultancy arm.



John Flanagan

B Soc Wk, Masters of Gestalt Therapy

Since completing his Bachelor of Social Work in 1988, John Flanagan has had an extensive history in working in direct service delivery in a range of work contexts as well as in organisational development and training. He has recently completed his Masters of Gestalt Therapy and has developed a practice that focuses on experiential, adventure and Gestalt therapies combining these approaches in his work style. John delivers a broad range of training, both accredited and non-accredited.



Raichel Green

B Soc Wk, Masters of Social Work Research in Mental Health

Raichel is currently the Service Manager for Older Persons' Mental Health with the Central Coast Mental Health Service. She has worked with the Central Coast Mental Health Service for the past 15 years in a variety of clinical roles and settings. In this time, Raichel has developed extensive clinical mental health experience and knowledge across a wide range of mental health services for adults and young people, in both the acute and non- acute mental health settings.

Raichel has had extensive involvement with Housing Providers through the Housing Support Initiative (HASI Program) and as the Chair of the Joint Guarantee of Service (JGOS) for Persons suffering Mental Health Problems in Public and Social Housing.



Philippa Harris

Registered Psychiatric Nurse, Certificate IV Workplace Training and Assessment

Philippa is a Registered Psychiatric Nurse with over 30 years' experience in acute, rehabilitation and community mental health settings in both the United Kingdom and Australia.

She is currently the Manager of Education and Training Services with the Mental Illness Fellowship North Queensland and has many years' experience developing and providing innovative mental health and housing programs across North Queensland.



Dare Kavanagh

Master of Primary Healthcare, Graduate Certificate in Dialogue, Deliberation and Community Engagement, Diplomas in Community Development and Adult Education

Dare is a Canadian born Australian who has lived and worked in Canada, Sweden, UK and Australia. Dare holds a masters degree in Primary Health Care specialising in public policy and social determinants of health, as well as a post graduate certificate in community engagement, deliberation and dialogue. Dare also holds qualifications in community development and adult education and is a member of both the AHI and the International Association for Public Participation.



For most of the past 25 years, Dare has worked in community development, human service policy and community engagement in the government and non-government agencies.

Dare has worked in social housing since 2000 in a range of areas including housing policy, homelessness, and housing systems.

In 2005, Dare started work in tenant engagement with Housing NSW's Strategic Project Division. Strategic Projects was established to plan and deliver large scale urban and community renewal in selected social housing estates. Its redevelopment approach has a strong emphasis on active resident engagement to achieve its objectives of enhancing opportunities, building capacity and improving the built environment.

Dare was a leading member of the tenant engagement team for the award winning engagement processes at Bonnyrigg and Airds Bradbury. In 2010, the Airds Bradbury tenant engagement process won the Australasian award for Innovation in Public Participation and the International Project of the Year award from the International Association for Public Participation.

Dare regularly lectures and teaches community engagement at universities, conferences and professional development seminars.

Dare is passionate about enabling communities to work together to make their neighbourhoods great places for people to live, grow and thrive.

Scott Natho

B. Science (Psychology) Honours, Masters of Clinical Psychology, Doctor of Psychology (Forensic) Candidate

Scott Natho has worked as a clinical psychologist since 1996 and has held the position of Senior Psychologist with The Park – Centre for Mental Health in Brisbane since 2002. In his present role Scott works in a high security in-patient setting to provide assessment, treatment and rehabilitation to adults with mental and developmental disorders.

Steve Morgan

Dr Morgan has worked in a range of clinical environments from 1983, including Acute and Forensic Psychiatric Units and Hospitals, Adolescent Psychiatry, Private Psychiatry, Corrections, Disability (Family and Early Childhood Services), Student Support Services, Employee Assistance Programs as well in full-time private practice as a Forensic-Clinical Psychologist and Trainer from 2001 to 2010.

He was appointed to the International Criminal Court in The Hague from January 2010 to May 2011. He was involved in the provision of reports to all ICC Courtrooms and Trial Chambers in respect to the participation of vulnerable victims and witnesses in Courtroom proceedings. He was also involved in regular field missions in varied African locations for assessment and case management purposes associated with the conduct of ICC trial processes.

Prior to this, Dr Morgan worked within and managed a team of psychologists from 2001 to 2010 offering expert forensic/ clinical assessment and psychological intervention for adults and children, also specialised alcohol and drug assessment and treatment in a dedicated way. Other treatment elements have been inclusive of work with clients with depression, anger management concerns, PTSD, complex trauma, relationship concerns, pain management concerns and anxiety disorders - including assessment and treatment of clients/ victims of violent and sexual assault. Treatment has also been provided for sexual and violent offenders. Dr Morgan has provided Courtroom expert evidence in Supreme Court, District Court and Magistrates Court matters.

From May 2003 to August 2006 he was additionally appointed to the Queensland Community Corrections Board, acting as the State Parole Board. He has offered professional training, consultancy, adult education and tertiary education within all states of Australia, also New Zealand, The United Arab Emirates and The Netherlands.

Awards, Memberships and Consultancies

- Masters Degree in Education (La Trobe)
- Bachelors Degree (Honours) Psychology (Newcastle)
- Diploma in Clinical Hypnosis (NSW/ Australian Society for Hypnosis)
- Registered Psychologist (PSY0001166771 - Psychology Board of Australia)
- Psychology Board of Australia, forensic psychologist specialist endorsement
- Certificate IV Workplace Assessor and Trainer (Queensland OLA)
- Professional Memberships
- Member of the Australian Psychological Society (no. 104959)
- Member of the Australian Psychological Society College of Forensic Psychologists
- Member of the Australian Society for the Study of Traumatic Stress
- Member of the Australian Society of Hypnosis
- Member Australian and New Zealand Association of Psychiatry, Psychology and Law
- Member of the Mental Health Association of Queensland
- Foundation Associate Member of the Brisbane South Division of General Practice
- Appointments
- Appointed to International Criminal Court, The Hague (from January 2010 to May 2011)
- Appointed Member of the Queensland Community Corrections Board (2003-2006)

Donella Roberts

Diploma in Management

Diploma in Training and Assessment Systems

Certificate IV in Training & Assessment (TAE40110)

Donella Roberts has enjoyed career success in frontline management through to executive level roles within world-renowned and industry-leading corporate organisations.

Drawing on her operational, team management, training and human resources exposure, both in Australia and internationally, Donella established a successful boutique training and professional development consulting business in 2005. As an extension of this business, Donella now assists the AHl with the management of learning and development projects and delivery of professional development workshops.

