



# Australasian **Housing** Institute

*Supporting housing professionals*

## **Client Focussed Team Management**

**A one-day workshop for Housing Team Managers**

### **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.

As a team manager your leadership provides the context in which your team operates and makes decisions about how they work with, and respond to, clients.

By leading, you provide the vision, direction and the commitment in how work happens with clients and help others to understand this. By managing you ensure that this is implemented through robust consistent practice.

This interactive workshop provides an opportunity for Team Managers from across the state to come together to share elements of client focussed team management, and insights into the essence of your leadership styles 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.

Different Leadership styles will be analysed and management through advanced communication skills will help managers deliver the vision and promote assertiveness and the motivation to change. Advanced communication skills and action planning will enable managers to develop strategies to develop a client focussed team.

Personal self care including limitations, organisational issues and supportive work cultures are the final building blocks to supporting a healthy team.

### Learning outcomes

This workshop will explore the following concepts:

- What client focussed leadership means in a contemporary social housing context
- New approaches to effective client engagement in a rapidly changing housing system
- Strategies for reinvigorating the client focus tired team members
- Action planning – trying something new

### Who should attend?

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

### Presenter:

John Flanagan, *B Soc Wk, Masters of Gestalt Therapy*