



Australasian **Housing** Institute

Supporting housing professionals

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 has also delivered a broad range of training both accredited and non-accredited.

In recent years, John's primary work focus has been as a private consultant in the area of customer engagement, organisational development and review. He has significant experience in designing, planning and facilitating engagement systems, team building, organisational development activities, strategic, business and quality planning systems and programs for a broad range of services both government and community based.

John has an extended history in housing presently conducting an initiative project on private rental access to social housing tenants.

AHI Workshops facilitated by John include:

- Effectively Engaging Customers
- Client Focussed Team Management
- Building Resilience
- Housing Needs Assessment Skills Training
- Client Focussed Service Collaboration