

TRAINING SERVICES

SNU offers a range of training services for tenant management organisations and other resident-led organisations. The training can be offered on site or at any other convenient venue and at times to suit participants.

The following is our Introduction to Management course, developed with support from the Office of the Deputy Prime Minister and Chartered Institute of Housing. It can be delivered in two hour sessions, or in longer sessions at weekends for instance. We can also deliver individual modules on the topics listed.

1. Getting Started

Issues for new organisations and promoting the organisation; designing and equipping the office; making relationships with other bodies and getting advice.

2. Financial Management

How the finances work; Managing the finances; accounting terms

3. Monitoring Performance

Financial monitoring; service monitoring

4. Human Resources: Recruitment

Recruitment process; job descriptions and person specifications; recruitment advertising; short listing/interviewing/selecting.

5. Human Resources: Employing People

Employment rights and the induction process; staff supervision and development; discrimination; termination of employment and disciplinary/dismissal procedures.

6. Effective Presentation Skills

Before the presentation and during the presentation; visual aids and equipment; managing public speaking.

7. Leading and Managing Teams

Leadership qualities and management style; effective and ineffective teams

8. Managing Meetings

Committee administration and duties; conducting the business of the meeting; handling the group; getting your point across

9. Health and Safety

The basics of health and safety, risk assessment; legislation; handling aggression

10. Meeting Customer Expectations

Customer expectations; establishing service standards; motivating your team; customer satisfaction; dealing with customer difficulties

11. Governance

Principles of good governance; risk management; your business plan

If you would like more details of our training services, please contact John Farr at the address below.

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Consultancy
services