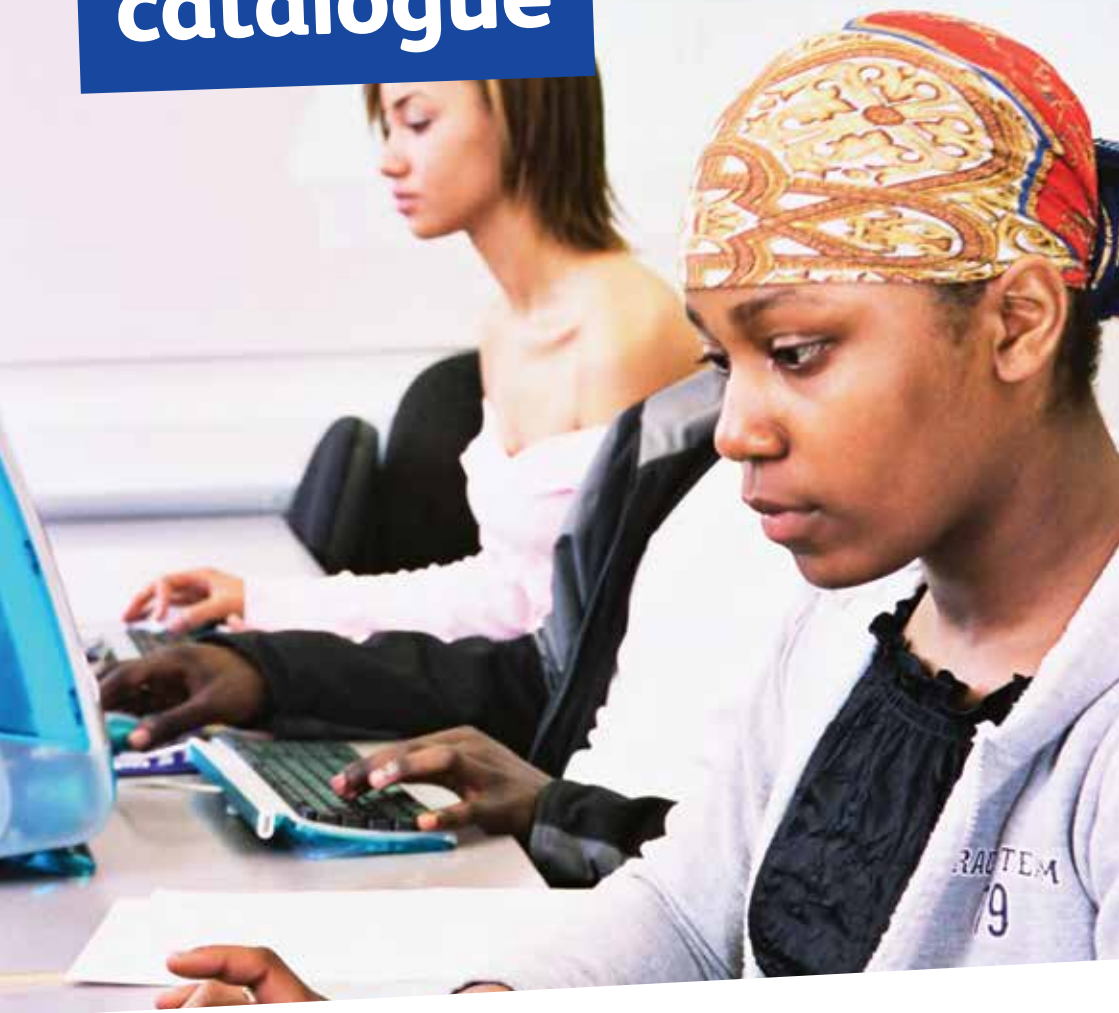


# Training catalogue




**Catalyst  
Housing**

**Free training courses  
for Catalyst residents**

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Sign up today!

# Catalyst free training

**Catalyst offers free training courses for residents who are, or want to be, involved in improving their community. Sign up today and get the skills you need to get ahead!**

Do you want to make a difference in your neighbourhood but feel you don't have the right skills to do so? Our free training courses will give you the confidence and skills you need to work with and represent others.

Course topics include project management, dealing with conflict, presentation skills and housing law. Our courses are open to all Catalyst residents. They are half-day or full day sessions and can be flexible according to your needs. We can even hold them at a venue near you.

Come along and get informed, be inspired and have the benefits of a professional trainer for free. Sessions are intended to be rewarding and fun, with the opportunity to meet others and interact through group work and feedback.

Browse our catalogue of courses and complete the form at the back of this leaflet to register. We need at least 12 people to be interested in a course for it to run. So don't waste time – sign up today!

**If you have any ideas for courses we should run, please let us know.**

# Business and committee skills

Are you sitting on a local committee or residents' group or would like to? These courses will help you learn how to work effectively with others.

## **Committee skills: 1 day**

This course will teach you how to run and be part of a successful committee. Residents who take part in residents' associations and forum or panel meetings will find it particularly useful.

You'll find out how to improve your organisation and communication skills, and understand team dynamics. It will also teach you about the different approaches to running committee or business meetings well.

## **Customer service: 1 day over two evenings**

Whether you're interested in becoming a resident activist or getting a career in customer service, this training will provide you with some invaluable skills.

The sessions focus on what good customer service is, how you can deliver it, and the importance of listening and communication skills.

## **Equality and diversity: ½ day**

This workshop will help you understand what equality and diversity are and why they are important. It will also look at breaking down barriers to prejudice and discrimination.

We urge all residents' groups and individuals to take part so they can recognise and value differences in their communities, and represent and include all residents.

## **Project management: 1 day over two evenings**

Whether you're managing a project, developing one or simply want to take your project in a new direction, this course will help you become a strong project manager.

You'll learn how to set your objectives, identify tasks and establish a timeframe so you can effectively plan and deliver your project.

### **Report writing: ½ day**

Good report writing will help you get your point across clearly and concisely. So this training is great if you want to become an active group member.

After the course you'll be able to write clearly and structure a report for maximum impact. The session also covers language, grammar and editing skills.

### **Successful secretaries (including minute taking): ½ day**

The secretary plays a key part in effectively running any committee. This session explores the secretary's roles and responsibilities and outlines some key tasks.

You'll get practical tips on minute and note taking, setting the agenda and drawing up action points.

### **Treasurer skills: ½ day**

For those of you who handle the finances of groups, sign up to this course and learn how you can be fully accountable.

As well as covering the key responsibilities of a treasurer, the training includes how to manage a budget, keep records and prepare simple accounts.

### **Working in partnership: ½ day**

If you're involved in any type of group, you'll need to know how to work with others.

This session shows you how to establish and build partnerships, identify potential partners and develop good practice in partnership working.

### **Dealing with conflict: ½ day**

Conflict can hinder relationships and throw projects off track.

By looking at ways of dealing with and resolving conflict, you'll be able to identify sources of friction and successfully tackle them.

### **Confidence building: 1 day over two evenings**

Being confident is key to getting your point across and this session shows you how to do this.

You'll find out how you can be more confident and assertive so your voice gets heard. It also teaches you how to work with people who lack confidence.

## Case study:

### get the confidence you need

West London resident Jordan Mir had been joining in activities for young people at Catalyst for many years. He wanted to get more involved and make a difference in his area but didn't feel confident enough to do so.

Jordan said: 'I was really keen to get involved but felt slightly intimidated when speaking to adults in groups – I just wasn't used to it'.

But that all changed after Jordan went on our confidence building training. He learned how to effectively present in front of small groups and actively take part in debates. He now has the self-belief to speak confidently to people of all ages and backgrounds.

'The course had some great tips about how to engage with people. But more importantly, it gave me the practice I needed in a safe and supporting environment' says Jordan.

Jordan now helps organise events with other Catalyst residents and is looking to join his local residents' association. He also used his new found skills in his school work – he now takes the lead in class discussions and has improved the way he presents in front of his classmates.

Jordan (left) receives a learner award from ►  
Tony Eaton of the Brent Law Centre



*'The training gave me the confidence to  
get more involved in my community'*

■ Jordan Mir



# Event management skills

Catalyst hosts many residents' events and sometimes our residents help organise them. This training is vital for anyone involved in setting up and running community events.

## **Fundraising: 1 day**

Do you want to start up a new project in your community but don't have the money? This course can help you get your project off the ground.

It will teach you how to identify sources of funding and how to show a need for your project, as well as budgeting, planning and writing a winning funding application.

## **Legal responsibilities of residents' groups: 1 day over two evenings**

Running activities and events within the law is essential. That's why this course is mandatory for groups and block representatives applying for our activities grant.

The sessions cover the law on events and activities, safeguarding vulnerable adults and children, photography and publicity, as well as how to handle money, raffles, bingo and prize draws.

## **Health and safety (events): 1 day over two evenings**

This course teaches you how to plan and deliver your event safely and successfully.

You'll find out about health and safety requirements onsite, your legal obligations and carrying out risk assessments. The course is mandatory for groups and block representatives applying for our activities grant.

## **Manual handling: ½ day**

If you run any type of event or activity, you're more than likely to be moving and lifting large items such as furniture and equipment. This session teaches you how to do so safely.

Please note that as the training involves lifting, you'll need to confirm that you're medically fit before you can take part.



### **Communication materials:**

#### **1 day over two evenings**

Do you want to promote local activities, events or services? This course teaches you how to communicate effectively using posters, newsletters, emails, multimedia or online tools.

You'll learn how to get your message across, identify your target audience and tailor your message so it makes the greatest impact.

### **Social media:**

#### **1 day over two evenings**

Everyone and everything is going online these days. So why not think about promoting your group through Twitter or Facebook, or even blogging about your activities.

This training shows you how you can use social media to promote your group, its meetings and events.

### **Spreadsheets to do your accounts:**

#### **1 day over two evenings**

Using spreadsheets is one of the easiest and quickest ways to manage your accounts and budgets.

These sessions cover the basics of creating spreadsheets including entering data, creating simple formulas and formatting worksheets.

### **Microsoft Word:**

#### **1 day over two evenings**

This training will teach you how to use Microsoft Word – a word processing software package.

You'll find out how to create, save and format documents such as letters, minutes and agendas.

### **Microsoft Powerpoint:**

#### **1 day over two evenings**

Great presentations can help you influence and inform others about your group's work.

This course will show you how to quickly and simply add professional touches to your presentation so it makes a greater impact.

### **Emergency first aid: 1 day**

Take this training so you're able to carry out practical first aid. It will help you stay safe and support others who need emergency help.

We ask residents who take this course to volunteer five hours of their time so they can develop their first aid skills in a practical environment with the support of a trained mentor.

### **Food hygiene: 1 day**

This course is a must for anyone catering for community events. Learn how to prepare, handle, serve and store food safely.

After successfully completing the training you'll receive a level 2 certificate in food hygiene.

We ask residents who take this course to volunteer five hours of their time so they can develop their food hygiene skills in a practical environment.

### **Get it sorted: ½ day**

Do you need help in dealing with difficult issues and being able to identify and tackle problems? Then this training may be the answer to your problems!

The session focuses on identifying and overcoming problems by knowing where to go for advice and help.

Some of the residents who turned out to the residents' conference – an event organised by volunteers ►



## Case study:

### events for you, from you

Catalyst hosts hundreds of events for residents each year. And what better way to make sure they are relevant and engaging, than to organise them with residents.

Our resident volunteers have given up hours of their time to plan, manage and run events for local people. Recently over 30 volunteers helped us organise our residents' conference.

To make sure they had the appropriate skills to plan the event, we sent the volunteers on a whole host of training courses.

These included health and safety for events, emergency first aid, food hygiene, project management and legal responsibilities for residents' groups.

Residents used their new found skills to:

- find a venue that was safe
- organise catering for the day
- make sure activities for young people were safe
- host a bingo, raffle and awards ceremony



# Personal development

These training sessions will help you develop your practical skills. You can use what you learn in your personal or career development.

## **Interview techniques: ½ day**

An interview is often what seals the deal when applying for a job so make sure you're well prepared by signing up to this session.

This course teaches you how to sell yourself, make a good first impression, answer difficult questions and deal with nerves.

## **Train as a trainer: 2 days**

Have you ever been on a training course and felt you could have presented the information better? These sessions will give you practical tips on how to be a good trainer and run effective training sessions.

You'll get an understanding of different teaching styles, how people learn and how to present information. This course is a must for those nominated by their local residents' forum to provide training.

## **Presentation skills: ½ day**

In this half-day session you'll find out how to plan, prepare and deliver a presentation so it makes the most impact.

It will teach you how to confidently present to a group of people and overcome nerves when speaking in front of an audience.

## **Welfare reform: 1 day**

The government's shake up of the benefits system has meant benefits have changed. Find out about the benefit cap, universal credit and the under-occupancy charge.

You'll get help and advice if you've been affected by the changes and information on what you can do. The day also includes a CV clinic and details on how you can get into work or training.

### **Safeguarding children: ½ day**

If you work with children or are considering a career in this area, then this course will be perfect for you.

The session focuses on how to spot the signs of abuse and the processes involved in reporting it.

### **Safeguarding vulnerable adults: ½ day**

This training is ideal if you work with vulnerable adults or would like to work in this field.

Like the course on safeguarding children, the focus is on spotting the signs of abuse and reporting it.



## Case study:

### training that's right for you

Brent resident, Angelina Cox was chosen by her local residents' forum to take part in a train the trainer course so she could teach other residents at the Unity Centre, a local community facility.

Angelina has been giving up her time to run activities for young people for many years. Her dedication and experience in working with people from the local area made her a prime candidate to train others.

'I've always loved working with young people and I wanted to share my enthusiasm with others who also wanted to give up their time. The training taught me how to do this effectively' she says.

The two-day course gave her an understanding of different teaching styles, how people learn and how best to present information.

Angelina then used her new found skills to train young people as leaders for the People's Project – a summer activities project. The young people learned how to become youth leaders and hosted activities for younger children during the summer programme.

*'The training taught me how to teach other residents so they too could give back to their community'*

■ Angelina Cox



# Housing

Residents are at the heart of Catalyst's decision-making process. These courses are aimed at people who would like to get more closely involved in monitoring and improving our services.

## **Block representative or residents' association: ½ day**

Resident representatives play an important role in feeding back residents' views, telling us about local priorities and helping us to improve local services.

This training will help you understand the role of block representatives and residents' associations. It will also help you represent the views of your block or community.

## **Health and safety (buildings): ½ day**

If you're in, or would like to pursue, a career in facilities management, this workshop is essential for you. It's also vital for groups who want to run community buildings or rooms.

The half-day session covers all you need to know about legal obligations, risk assessments, equipment, fire safety, and making sure your building is safe.

## **Housing law:**

### **1 day over two evenings**

Housing law directly affects you, so it's important you understand it. This course provides an overview of housing law for residents of housing associations.

You'll gain an understanding of the law in relation to allocations, tenancies, succession, anti-social behaviour and consultation.

## **How housing is run: 1 day**

This workshop will give you an insight into how housing services are run. So those of you who would like to get involved at board or committee level, or want to know how things work, should sign up.

You'll learn about policy, practice, rent, service charges, repairs, community management, resident involvement, housing finance and neighbourhood management.



**Leaseholders and shared owners  
top tips: ½ day**

If you're a Catalyst leaseholder or shared owner, you won't want to miss out on this course.

The workshop includes getting information about your rights and responsibilities as well as information on service charges, rent and planned maintenance.

**Mystery shopping: 1 day**

This fun, interactive training lets you go undercover to spot any flaws in our service so we can make it better!

You'll take part in role-plays to see how quickly your query is dealt with, the standard of service you receive, and how your complaints are handled.

**Outcomes, scrutiny and  
accountability: 1/2 day**

Residents have the power to challenge landlords when they are unhappy about any aspect of their service.

This lively, interactive session shows you how to persuade, influence and lobby on behalf of residents to make sure our standards improve.

**Reduce, reuse and recycle: ½ day**

With energy prices so high, going green will not only help the environment it will also help you save money!

This course teaches you how to cut down on waste, recycle items, reduce energy and be more sustainable.

**Participatory budgeting: 1 day**

Participatory budgeting supports residents to have their say, alongside other stakeholders, to shape our spending priorities.

You'll get an understanding of the key features of participatory budgeting, how to put forward ideas about spending in your area and find out how budgets are allocated on projects.



### **Resident inspector: 1 day**

Resident inspectors play a key role in improving services. They join Catalyst on planned inspections of estates, public reception areas and communal areas, and look at completed repairs.

This course will train you to become a resident inspector. You'll learn how to carry out estate inspections and how to write inspection reports.

### **Performance information: 1 day**

When we report on our performance we present the information using figures, graphs and charts.

This training will help you understand how performance information is produced and how to pick out the information that is relevant to you.



## Case study:

### events for you, from you

Resident representatives are vital in giving us residents' views, telling us about local priorities and helping to improve local services.

To support our resident representatives we regularly run block representative and residents' association training. Iris Brown is just one of many residents who has signed up to this course.

Iris said: 'Resident groups are here to make sure your voices are heard and acted upon. The training that Catalyst hosted gave me the right skills to do that job effectively'.

Iris has used the skills she picked up to represent residents all over Brent. Iris is trustee and site president of Brent's Elders Voice (she was previously chair for 12 years), joint vice-chair of the Brent Residents Forum, vice-chair of the Church End Residents Association, a member of the scrutiny panel and a board member for Brent Citizens Advice Bureau.

Iris wants to encourage other residents to get involved and make a difference. 'All residents should go on the training and get involved – it really does make a difference' Iris says.

*'Being involved makes a difference, and the training helps you do this'*

■ Iris Brown

This leaflet gives information about getting involved.  
If you need any of this information in large print,  
Braille, on audio-tape or explained in your own language,  
please contact us on the number below.

## Arabic

تمتلك هذه الوثيقة بالمعلومات اللازمة عن المشاركة. إذا كنت ترغب في الحصول على أي جزء من هذه المعلومات مطبوعاً بأحرف كبيرة أو بطريقة برايل أو مسجلاً على أسطوانة مدمجة أو شريط صوتي أو مشروحاً باللغة التي تتحدثها، يرجى الاتصال بنا على الرقم الموضح أدناه.

## Hindi

यह दस्तावेज़ शामिल होने के बारे में जानकारी देता है। अगर आप इस जानकारी के किसी भी हिस्से को ब्रेल, सीडी, ऑडियो टेप में चाहते हैं या अपनी भाषा में समझना चाहते हैं, तो कृपया नीचे दिए गए नम्बर पर हमसे सम्पर्क करें।

## Portuguese

Este documento proporciona-lhe informações sobre participar. Se necessitar de parte desta informação em caracteres aumentados, em Braille, em CD, cassete áudio ou apresentada no seu idioma, por favor contacte-nos, através do telefone abaixo indicado.

## Somali

Dokumentigan wuxuu ku saabsan yahay arrimaha gelinta. Haddaad u baahan tahay warkan afkaaga-hooyo, afka loogu talagalay dadka aan arki karaan – afka faraha ama CD-ga ama ajeladda rekorka nala xirir. Namberkan isticmaal.

## Gujarati

આ દસ્તાવેજ સામેલ થવા વિશે માહિતી આપે છે. જો તમારે કોઈ પણ ભાગની આ માહિતી બ્રેઈલ, સીડી ઉપર, ઑડિયો ટેપ અથવા તમારી પોતાની ભાષામાં સમજી શકો તેની જરૂર હોય તો નીચે જણાવેલ નંબર ઉપર અમારો સંપર્ક કરો.

## Polish

Niniejszy dokument zawiera informacje o sposobach integracji społecznej. Jeżeli potrzebujesz aby całość lub część tego tekstu były przedstawione większą czcionką, w języku Braille'a, na nośniku CD, na kasecie audio lub zostały przetłumaczone na Twój język ojczysty, prosimy o kontakt pod podanym niżej numerem.

## Punjabi

ਇਹ ਦਸਤਾਵੇਜ਼ ਇਸ ਵਿੱਚ ਸ਼ਾਮਲ ਹੋਣ ਬਾਰੇ ਜਾਣਕਾਰੀ ਦਿੰਦਾ ਹੈ। ਜੇ ਤੁਸੀਂ ਇਸ ਜਾਣਕਾਰੀ ਦੇ ਕਿਸੇ ਹਿੱਸੇ ਨੂੰ ਬ੍ਰੇਲ, ਸੀਡੀ, ਆਡੀਓ ਟੇਪ ਵਿੱਚ ਚਾਹੁੰਦੇ ਹੋ ਜਾਂ ਆਪਣੀ ਭਾਸ਼ਾ ਵਿੱਚ ਸਮਝਣਾ ਚਾਹੁੰਦੇ ਹੋ, ਤਾਂ ਕਿਰਪਾ ਕਰਕੇ ਹੇਠਾਂ ਦਿੱਤੇ ਗਏ ਨੰਬਰ 'ਤੇ ਸਾਨੂੰ ਸੰਪਰਕ ਕਰੋ।

## Urdu

یہ دستاویز شمولیت کے بارے میں معلومات فراہم کرتا ہے۔ ان معلومات کے کسی حصہ کی اگر آپ کو بریل، سی ڈی، آڈیو ٹیپ یا اپنی زبان میں وضاحت کی ضرورت ہو تو، براہ کرم ہم سے نیچے دیے گئے نمبر پر رابطہ کریں۔

**0300 456 2099**

**Better Homes.  
Better Service.  
Better Future.**

Catalyst is one of the leading housing associations in London and the South East. We aim to be a catalyst for change and improvement wherever we work.



**Catalyst  
Housing**

**Catalyst Housing Ltd**

Ealing Gateway  
26–30 Uxbridge Road  
London W5 2AU

Call: **0300 456 2099**  
*(London customers)*

Call: **0300 456 2090**  
*(South East customers)*

Visit: [www.chg.org.uk](http://www.chg.org.uk)

Follow: [@Catalyst4You](https://twitter.com/Catalyst4You)

# Resident training booking form

Name

Address

Postcode

Tel no.

I am interested in (*please tick*):      daytime sessions       evening sessions

If you have any other needs such as childcare or dietary requirements please tick this box

Please tick the courses you are interested in.

Training course	Tick	Training course	Tick
Block representative or residents' association	<input type="checkbox"/>	Manual handling	<input type="checkbox"/>
Committee skills	<input type="checkbox"/>	Microsoft Powerpoint	<input type="checkbox"/>
Communication materials	<input type="checkbox"/>	Microsoft Word	<input type="checkbox"/>
Confidence building	<input type="checkbox"/>	Mystery shopping	<input type="checkbox"/>
Customer service	<input type="checkbox"/>	Outcomes, scrutiny and accountability	<input type="checkbox"/>
Dealing with conflict	<input type="checkbox"/>	Participatory budgeting	<input type="checkbox"/>
Emergency first aid	<input type="checkbox"/>	Performance information	<input type="checkbox"/>
Equality and diversity	<input type="checkbox"/>	Presentation skills	<input type="checkbox"/>
Food hygiene	<input type="checkbox"/>	Project management	<input type="checkbox"/>
Get it sorted	<input type="checkbox"/>	Reduce, reuse and recycle	<input type="checkbox"/>
Fundraising	<input type="checkbox"/>	Report writing	<input type="checkbox"/>
Get it sorted	<input type="checkbox"/>	Resident inspector	<input type="checkbox"/>
Health and safety (buildings)	<input type="checkbox"/>	Safeguarding – children	<input type="checkbox"/>
Health and safety (events)	<input type="checkbox"/>	Safeguarding – vulnerable adults	<input type="checkbox"/>
Housing law	<input type="checkbox"/>	Social media	<input type="checkbox"/>
How housing is run	<input type="checkbox"/>	Spreadsheets	<input type="checkbox"/>
Interview techniques	<input type="checkbox"/>	Successful secretaries	<input type="checkbox"/>
Leaseholders and shared owners – top tips	<input type="checkbox"/>	Train as a trainer	<input type="checkbox"/>
Legal responsibilities of residents' groups	<input type="checkbox"/>	Treasurer skills	<input type="checkbox"/>
		Welfare reform	<input type="checkbox"/>
		Working in partnership	<input type="checkbox"/>