

Free, fun and informal training for residents in skills for life, skills for involvement and skills for employment.

Waltham Forest Housing Next Steps programme



Welcome to our Next Steps programme provided by Waltham Forest Housing for residents living in our homes.

We have developed a range of free, fun and informal training sessions designed, for small groups, to help you learn new skills, boost your confidence, add to your CV and meet new people. You can book as many sessions as you like, and whatever your level of involvement with us, we hope you find something interesting in this brochure. You can work at your own pace in a stress-free, fun and inspirational environment. At the end of each course, you attend you'll receive a certificate.

BENEFITS FOR SIGNING UP

AND ATTENDING A COURSE:

- Meet other residents and share information, knowledge, and experiences
- Develop your communication skills
- Find out more about housing and resident involvement opportunities
- Refresh and enhance existing skills
- Prepare yourself for work, a voluntary role or for a place on a committee or group
- Find out how you can influence and improve Waltham Forest Housing Services
- Pick up tips to make your employment prospects more effective
- Add skills to your CV
- Build your confidence

FURTHER DETAILS & INFORMATION

VENUES

The venues are suitable for anyone who has any accessibility requirements, but if you need any special assistance, please let us know. We also run several online courses you can do in the comfort of your own home if this suits you better.

TRANSPORT

Most face-to-face courses are run in either the North or South of the borough. If you need to travel to one of the venues or require support to get there, for example due to a disability, we can help get you to the course and home again for free...

IT EQUIPMENT

If you would like to do some online learning but do not have access to a computer and the internet, we have resources available for you to use at the **Priory Court Community Centre, 11 Priory Court, E17 5NB.**

To reserve/book the IT equipment please contact the Housing Engagement Team by either:

- **Emailing** - Engagement@walthamforest.gov.uk
- **Calling** - **0208 531 0380** and asking to speak to either **Samantha Murphy**,
- Community Centre Officer

DRESS CODE

For face-to-face sessions it's casual dress.

Please complete the booking form, which you'll find at the end of this pack.

Email:

Please email your completed form to the Housing Engagement Team on [**Engagement@walthamforest.gov.uk**](mailto:Engagement@walthamforest.gov.uk)

Call:

Please dial **0208 496 3000 / 0208 496 4311** during officer hours and ask to speak to either **Sarah Baptiste**, Housing Engagement Officer, or **Yasmin White**, Housing Engagement Manager.

For courses A3 – A8, please call **Rachel Statter** at Aston Group on **07917 676157**. You will need to share your email address so the sessions can be setup for you.

For courses C1 – C27 or Energy Cafés, please email **Morgan Sindall** Property Services on [**CSRbox@morgansindall.com**](mailto:CSRbox@morgansindall.com) please include your name, email and postcode when booking.

SEPTEMBER

COURSE TRAINER - ASTON GROUP

A1 - Interpersonal skills

Date	Thursday 28 th September
Time	5pm until 7pm
Venue	Virtual online training on Microsoft TEAMS
Course outline	Interpersonal skills are social skills that allow you to interact and communicate with people around you. Learn how to develop better skills to use at work and home, how to change your behaviours to improve your confidence and socialise with ease.

OCTOBER

A2 - Developing a career strategy and meeting and greeting customers

Date	Tuesday 17 October
Time	6pm until 8pm
Venue	Virtual online training on Microsoft TEAMS
Course outline	The course provides a comprehensive guide to: <ul style="list-style-type: none">• developing the right career strategy for you, including the science of self-auditing, defining your strengths and weaknesses, and finding out what motivates you.• learning the five basic customer needs and how to address them, how to project a professional air from the first moment you meet a customer and build a positive relationship.

ONLINE - YOU CAN DO AT YOUR OWN LEISURE

COURSE TRAINER - ASTON GROUP

These courses can be completed online at your own leisure. Email r.statter@astongroup.co.uk to register your interest.

A3 - Communications basics

Course outline

This course will provide you with an insight into the pillars of communication, and how you can use them to enhance your relationships at work and at home. Sound communication skills are vital to your success in the workplace and community.

A4 - Emotional intelligence

Course outline

During this course you will learn about the concepts and history underpinning the theory of emotional intelligence, and how you can build on your own set of skills in this area.

A5 - Boost your concentration

Course outline

In this course, you will discover several practical strategies that will improve your concentration and how to push yourself to complete important tasks.

A6 - Improve your assertiveness skills

Course outline

This course goes into detail about the strategies and techniques you can employ to improve your assertive communication skills.

A7 - How to build your resilience

Course outline

In this course, you will discover the factors that determine resilience, and how to harness findings from contemporary psychological research to improve your own approach to dealing with life's setbacks.

A8 - Listening skills

Course outline

In this course, you will learn the differences between effective and ineffective listening and how to make sure that you have understood your conversation partner's message.

FACE-TO-FACE - SKILLS FOR EMPLOYMENT SESSION

SEPTEMBER

COURSE TRAINER - ASTON GROUP

B1 - Preparing for interviews

Date	Tuesday 19 September
Time	10am until 1pm
Venue	X7eaven Academy Nexus Centre 3 Snowberry Close, Leytonstone, E15 2AH
Course outline	Learn the tips and tricks of preparing for interviews and how to answer interviewer questions.

B2 - Transferable skills and approaching employers

Date	Friday 22 September
Time	1pm until 4pm
Venue	X7eaven Academy Nexus Centre 3 Snowberry Close, Leytonstone, E15 2AH
Course outline	Learn how to identify skills, attributes, and qualities from lived experience, how to translate to the workforce, and the best way to engage with potential employers.

OCTOBER

B3 – Creating a great CV

Date	Tuesday 17 October
Time	1pm until 4pm
Venue	Aldriche Way Community Room, 128-132 Aldriche Way, Highams Park, E4
Course outline	Learn the tips and tricks of creating a great CV.

B4 - Transferable skills and approaching employers

Date	Tuesday 24 October
Time	10am until 1pm
Venue	Aldriche Way Community Room, 128-132 Aldriche Way, Highams Park, E4
Course outline	Learn how to identify skills, attributes, and qualities from lived experience, how to translate that to the workforce, and the best way to engage with potential employers.

B5 - Preparing for interviews

Date	Friday 27 October
Time	10am until 1pm
Venue	Aldriche Way Community Room, 128-132 Aldriche Way, Highams Park, E4
Course outline	Learn the tips and tricks of preparing for interviews and how to answer interviewer questions.

NOVEMBER

B6 - Employability skills drop in

Date	Thursday 2 nd November
Time	10am until 12pm
Venue	Priory Court Community Centre, Walthamstow, E17 5NB
Course outline	Pop in to ask for help with general career advice, where and how to start looking for a job.

B7 - Creating a great CV

Date	Thursday 2 nd November
Time	1pm until 3pm
Venue	Priory Court Community Centre, Walthamstow, E17 5NB
Course outline	Learn the tips and tricks to creating a great CV.

COURSE TRAINER

MORGAN SINDALL PROPERTY SERVICES

These courses can be completed online at your own leisure. Email CSRbox@morgansinall.com to register your interest.

Title	
	C1 - Skills for life
	C2 - Budgeting Basics Certification
	C3 - Budgeting like a boss certification
	C4 - How to improve your mental health
	C5 - Health and wellbeing certification
	C6 - Building your confidence
	C7 - Anxiety awareness
	C8 - Emergency First Aid
	C9 – Mindfulness
	C10 - Skills for life
	C11 - Budgeting Basics Certification
	C12 - Budgeting like a boss certification
	C13 - How to improve your mental health
	C14 - Health and wellbeing certification
	C15 - Building your confidence
	C16 - Anxiety awareness
	C17 - Emergency First Aid
	C18 – Mindfulness
	C19 - Skills for life
	C20 - Budgeting Basics Certification
	C21 - Budgeting like a boss certification
	C22 - How to improve your mental health
	C23 - Health and wellbeing certification
	C24 - Building your confidence
	C25 - Anxiety awareness
	C26 - Emergency First Aid
	C27 – Mindfulness

OCTOBER

COURSE TRAINER - MORGAN SINDALL PROPERTY SERVICES

D1 - Energy café

Date	Wednesday 4 th October
Time	10am until 12noon
Venue	Microsoft Teams

NOVEMBER

D2 - Energy café

Date	Wednesday 1 st November
Time	10am until 12noon
Venue	Microsoft Teams

FACE-TO-FACE - SKILLS FOR LIFE

OCTOBER

COURSE TRAINER - ASTON GROUP

D3 – Aromatherapy

Date	Thursday 12 th October
Time	1pm until 3pm
Venue	Priory Court Community Centre, Walthamstow, E17 5NB
Course outline	This specially designed course on aromatherapy provides in-depth information on the unique properties of every essential oil and how they should be used. The course will also give you the opportunity to blend your own essential oil blends and lotions.

D4 – Aromatherapy

Date	Saturday 21 st October
Time	11am until 2pm
Venue	Aldriche Way Community Room, 128-132 Aldriche Way, Highams Park, E4
Course outline	This specially designed course on aromatherapy provides in-depth information on the unique properties of every essential oil and how they should be used. The course will also give you the opportunity to blend your own essential oil blends and lotions.

FACE-TO-FACE - SKILLS FOR ENGAGEMENT

OCTOBER

COURSE TRAINER - WALTHAM FOREST COUNCIL

E1 - Staying alive! - Setting up and running a successful Tenants' and Residents' Association

Date	Wednesday 18 October
Time	10.30am until 1pm
Venue	Church Hall Billericay, St. John The Divine, Outwood Common, Billericay, CM11 2JJ
Course outline	This course is for residents interested in setting up a Tenants and Residents Association and is also suitable for existing groups looking to keep their groups afloat and active. It includes ideas and suggestions on how to set and meet your goals, recruit members, and promote and publicise your activities.

E2 - Holding your landlord to account

Date	Saturday 14 October
Time	10am until 4pm
Venue	The Score Centre, 100 Oliver Road, Leyton, E10 5JY
Course outline	This course will help tenants to understand the new expectations placed on London Borough of Waltham Forest by the Regulator of Social Housing and Housing Ombudsman and the role they can play in ensuring accountability. Participants will be able to explore the routes available to them as individuals and groups to hold their landlord to account and develop the skills and confidence to challenge the Housing Service to deliver the service improvements which matter most to tenants.

Booking form

Waltham Forest Housing - our Next Steps programme

Your Name	
Your email address	
Address	
Postcode	
Telephone number	

Please note:

If we are not able to run a session due to insufficient numbers, we will offer you an alternative date and venue where possible.

Comfort of course participants

The dress code for face-to-face sessions is informal, please wear whatever you are comfortable to wear. We will provide regular beverages (i.e., at least mid-morning and mid-afternoon) and a light lunch where applicable with vegetarian options. However, if you have any dietary requirements, please let us know below:

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Confidentiality statement

Course organisers will agree a standard of confidentiality with participants where applicable.

To submit this booking form:

Email:

Please email your completed form to the Housing Engagement Team on Engagement@walthamforest.gov.uk

For courses A3 – A8 Please email r.statter@astongroup.co.uk with the course details.

For courses C1 – C27 or Energy cafés, please email **Morgan Sindall** Property Services on CSRbox@morgansindall.com please include your name, email and postcode when booking.

Call:

Please dial **0208 496 3000** during officer hours and ask to speak to either **Sarah Baptiste**, Housing Engagement Officer, or **Yasmin White**, Housing Engagement Manager.

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I would like to book on to the following session(s):

Title of course or course reference number:

Date of course:

Title of course or course reference number:

Date of course:

Title of course or course reference number:

Date of course:

Title of course or course reference number:

Date of course:

Title of course or course reference number:

Date of course:
