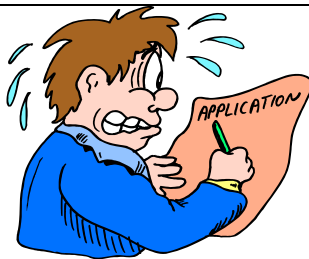




Leeds Tenants Federation 2009 Annual Training Programme

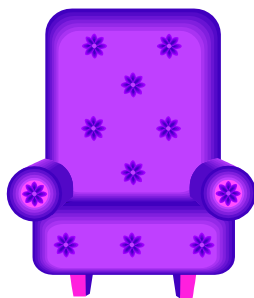


Report Writing Thursday 26 February 10.30 am – 13.00

This is a key skill for any member of a residents group since it allows you to express yourself clearly and make sure everyone gets the vital information they need.

Beginners IT Thursday 5 March for 18 weeks 1.30pm – 3.30pm

If you think a mouse goes 'squeak' and 'boot-up' means a kick in the nether regions then this beginner's guide to computers is ideal for you! Our excellent tutor will take you gently through the basics and over an 18 week period you will learn to word process, use internet and email and design newsletters and even birthday cards. Only 8 places available.

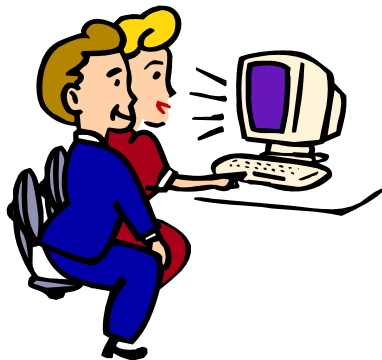


Comfy Chair Thursday 12 March 10.30am – 13.00pm

Being the Chair of a residents group can seem a daunting prospect but this handy session will have you at your ease quickly. Learn how to keep a discussion on track, handle interruptions with skill and make your group's meetings twice as effective.

Presentation Skills Tuesday 17 March 10.30am – 13.00pm

The number one phobia for most people is making a presentation. It's scary - speaking in front of a group of people but community representatives have to do it often. This training session will help you deal with nerves and put them to good use, learn how to develop your own personal speaking style, how to keep your thoughts in order and engage with your audience.

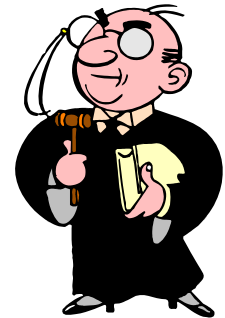


Beginners IT Mon 20 April 10.30am-13.00
for 18 weeks

Another chance to catch up with the 21st Century and start from scratch with computers. Our excellent tutor will take you gently through the basics and over an 18 week period you will learn to word process, use internet and email and design newsletters and even birthday cards. Only 8 places available.

Conflict Resolution Thursday 23 April 10.30am – 13.00pm

Feel like you just can't work it out? You need a new approach to the problem. Our capable tutor will help you turn arguments into discussions, defuse blame, learn active listening and responding, and understand the roles people play. Sharpen your skills and find a resolution without feeling like you've given in.

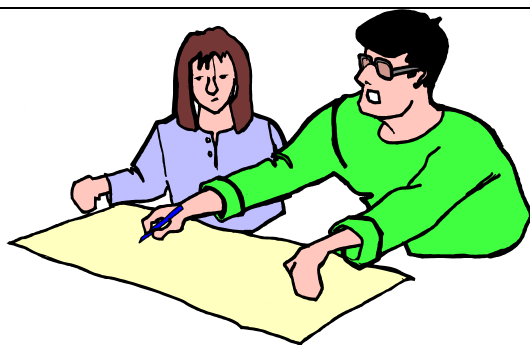


Internet & Email Troubleshooting Wednesday 29 April
1pm - 3pm

This is a one-off session for confident IT users who want to resolve any internet and email troubles or deal with more advanced issues. This session can be tailored to suit your needs. There are only 8 places available

Negotiating Skills Thursday 7 May 10.30 am – 13.00pm

Feel like you're banging your head against a brick wall? Are you talking to someone whose favourite word is 'No'? Learning effective negotiating is a must for all residents groups. Good negotiating isn't about winning and it isn't about someone else losing. It's about both sides feeling they got what they wanted, or at least are better off than when they went in. Learn to get a win-win situation and turn that No into a big Yes!



Do Your Own Newsletters Wednesday 13 May 1- 3pm

If you are confident in using a computer, this session will take you through producing a newsletter using Microsoft Word and start you on the basics of Microsoft Publisher. There are 8 places available.

Super Secretary Thursday 28 May 10.30am – 13.00pm

Here is the smart guide to making the secretary's job easy. Find out the best ways of taking notes and writing up minutes, dealing with correspondence and booking venues. Become the star of your residents group!



Tenant Led Regulation Thursday 4 June 10.30am – 13.00pm

Find out about the new way that tenants can hold their housing provider to account. With the launch of the Tenant Services Authority as the new housing regulator, a key role for tenant-led regulation is about to open up. The idea of tenant-led regulation is that residents can check their housing provider's performance, they can evidence their judgement and they have the power to get corrective action carried out. This session will put you ahead of the game by taking you through the process proposed by TPAS and the Chartered Institute of Housing.

Basic Book Keeping Thursday 18 June 10.30-15.00



This course will introduce members to the basics of recording day to day cash transactions and will be ideal for anyone keeping the books for a community or residents group. It will show the importance of maintaining accurate information to enable financial reports to be produced and help you prepare your reports to committee and your end of year accounts. This is a mainly practical session that will gear you up to face the most taxing book-keeping problems.



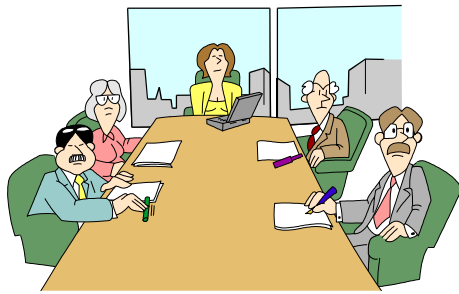
Time Management Tuesday 8 Sept 10.30am – 13.00pm

Trying to do everything at once? Double-booked yourself again? If you are a person who can't say no is finding themselves over-committed perhaps you need to take some time out and come to this training session. Learn how to get a grip on your life and get more out of it too!

National Tenants Voice & Tenant Services Agency Thursday 24 Sept 10.30am – 13.00pm

The new housing regulator, the Tenant Services Agency was launched at the end of 2008 and takes over responsibility for ALMOs from September this year. It says it will put tenants at the heart of its work. At the same time a consumer watchdog for tenants is about to be set up, the National Tenants Voice. These two organisations promise to make real changes to resident involvement, giving tenants new powers and influence. Get the big picture here.





Working In Partnership with Landlords

Thursday 15 October 10.30am – 13.00pm

To work in partnership you have to be equal and too often residents do not have the same resources, information or power as their landlord, so they lose out. You may feel that you've been consulted to death but nothing has changed. This

brilliant new session will help you turn things around so that you are clear about what you want to achieve and what you want to focus on. Take control over your involvement with this session.

Beginners IT Thursday 22 October for 18 weeks 1.30pm – 3.30pm

Another chance for 8 people totally new to computers to make quick and easy progress through word processing, internet and email to publishing leaflets and cards with our wonderful tutor.



Asserting Yourself Thursday 12 November 10.30am – 13.00pm

Assertiveness is not about trying to dominate others: it's about resisting those who try to dominate you. This session will help you recognise when you are being set up for someone else's benefit, and show you how to stop it happening without becoming angry or losing control. It will guide you towards clear, calm, open communication and relationships in which everyone knows where they stand and no-one feels ill-used.

To Book Your Place

All bookings must be made through your housing provider, your Housing Association or ALMO. So please contact your resident involvement officer if you are interested in any of these sessions. Leeds Tenants Federation asks your housing provider to make a contribution towards the costs of this training, so that is why you need to book through them. If you cannot contact your housing provider, we can relay your booking request on to them.

How to Find Us

All courses run at **Leeds Tenants Federation's offices, Unit O, Westminster Buildings, 31 New York Street, Leeds LS2 7DT.**

This is a short walk from the main bus station and next door to Kirkgate Market. There is a lift and accessible toilets. Tea, coffee and refreshments are provided free of charge. To contact Leeds Tenants Federation phone us on **Tel (0113) 2145330**

