

NEW  
ONLINE  
COURSES

# The Learning Lounge

Live Programme  
October 2020



# Welcome

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**2020 has been a challenging time where we've all been forced to adapt and to learn new skills, knowledge and approaches. Building from this will be key and our learning lounge offers you that opportunity.**

Working differently has made us explore the full range of opportunities that technology provides to interact with one another while not sharing the same space. We have discovered that we can be together while apart and remain connected and learning from each other in new ways.

Our knowledge and learning prospectus uses the technology we have all become familiar with in recent months, such as video conferencing and webinars, to compensate for being unable to serve up more traditional training in person. There are networking opportunities and interactive sessions and we have taken the opportunity to extend the range and scope of what's on offer, adding more choice and greater variety available than ever before.

Most importantly our new menu of training, seminars and briefings includes new ingredients, drawing on what we have learned since March 2020, as an organisation and as a sector.

You will find respected and popular favourites including Trauma Informed Care and Psychologically Informed Environments (PIE) brought right up to date for current circumstances.

Plus brand new options such as Media & Communications in a Crisis, Strategy and Co-Production; there is something for everyone.

With such a wide ranging and extensive offer an easy-find menu using colour coding and symbols makes it easier to find what you want, at the same time offering greater flexibility on when and how you and your team can access it. We have included some free briefings and taster sessions to whet your appetite and provide a sample of what's available.

This learning programme is co-designed with people who have learned through experience what works and what does not, built on decades of practice, insight and, in some cases, prior lived experience of accessing services. To find out how we can help you to meet your current knowledge and learning requirements from staff training to seminars or breakfast briefings contact us at:

**Call** 0141 420 7272

**Email** [allin@homelessnetwork.scot](mailto:allin@homelessnetwork.scot)

**Web** [homelessnetwork.scot/learn](https://homelessnetwork.scot/learn)

# Impact

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## People First

People having choice and control and building from their own strengths and successes.



## At Home

Increasing housing options and understanding that settled housing, as quickly as possible, is our right and the best base to build and live our lives.



## No Wrong Door

Imagining a future where people are helped earlier and never left on their own to navigate the system.



## Good Vibes

Designing our interactions in a way that dispel myths and share power.

# Prices

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**Strategic & Co-ordinating** £65 members / £80.00 for non-members

**Frontline & Operational** £50.00 members / £65.00 non-members

**Communication & Media** £50.00 members / £65.00 non-members

**Housing Policy** £30.00 members / £45.00 non-members

**Some dates of courses to be confirmed. Please contact us for more information.**

**T** 0141 420 7272 | **E** [allin@homelessnetwork.scot](mailto:allin@homelessnetwork.scot) | **W** [homelessnetwork.scot/learn](http://homelessnetwork.scot/learn)

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# Strategic & Co-ordinating

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NEW

### Effective Partnership Working [SC-01]

The requirement to work in partnership with other organisations has proven to be a successful approach as funding streams reduce and sectors become more competitive. This course will offer participants the opportunity to explore partnership working, to identify their local partners and the role they can play in supporting people to rebuild their lives. We will consider some of the key challenges and obstacles to collaborative working and how to overcome them.

**Date TBC**

**Online** 2 x 3 hour sessions delivered over two dates

**Delivered by** Graham Lamont: Business & Learning Development Manager



NEW

### Change Management and Implementation [SC-02]

Constant change is a daily challenge for organisations, but a well-managed change can have a significant impact upon organisational performance by promoting a culture in which people feel engaged, included, and valued.

This course will explore the role of three key factors: authentic leadership, effective communication, and genuine involvement and will provide the opportunity for delegates to look at the change process, to consider their role in that process and to understand how to achieve buy in from everyone affected.

**Date TBC**

**Online** 2 x 3 hour sessions delivered over two dates

**Delivered by** Graham Lamont: Business & Learning Development Manager



NEW

### Coaching Skills and Emotional Intelligence [SC-03]

Coaching Skills and Emotional Intelligence for Managers and Team Leaders who support staff and wish to help them improve their teamwork skills, create a better workplace environment, adjust to change easier and manage their emotions effectively.

**Date TBC**

**Online** 2 x 3 hour sessions delivered over two dates

**Delivered by** Graham Lamont: Business & Learning Development Manager



NEW



### Assessing the Impact of PIE 2.0 [SC-04]

As more and more services and organisations take a psychologically informed approach to delivery, it is increasingly useful to have a consistent and straightforward assessment tool to enable organisations to understand how PIE is working, and how to improve it further. Pizazz has been developed for this purpose, as a distance-travelled model incorporating input from staff, volunteers, and people using and accessing services. Pizazz also goes beyond a simple assessment and asks useful questions about what helps and hinders development and what services can do to build on strengths and tackle problems. It then becomes a change management tool, and not just a static, one-off assessment. This training session will help attendees understand:

- what Pizazz is and what is it not
- how to introduce and use Pizazz to self-assess your PIE 2.0 approach
- the practical and resource requirements
- where Pizazz fits depending on your environment
- how Pizazz can inform and influence change in your service.

**Date** TBC

**Face to face** 1 day

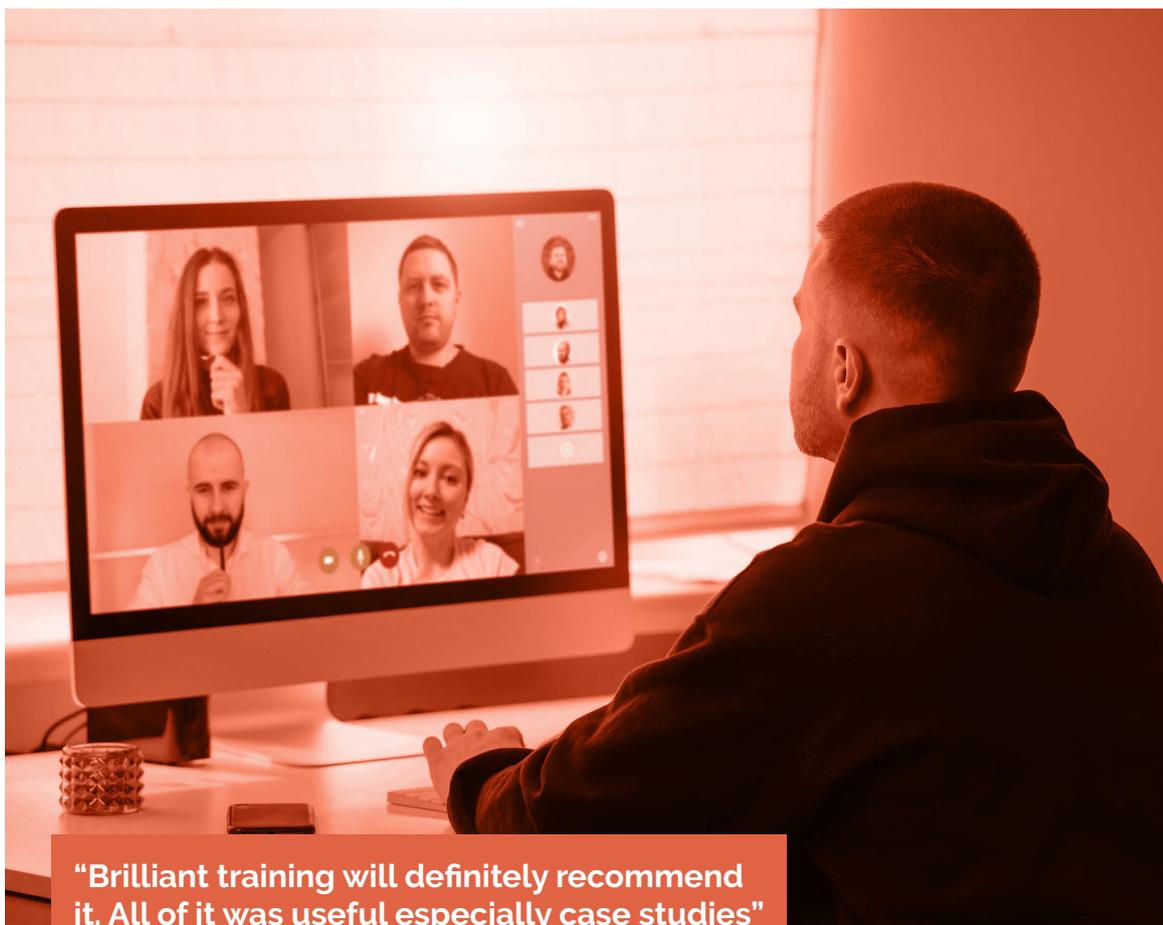
**Online** 2 x 3 hour sessions delivered over two dates

**Delivered by** Peter Anderson: Training Lead



“Should be compulsory to all frontline staff  
Really well presented and informative course”





“Brilliant training will definitely recommend it. All of it was useful especially case studies”



NEW

### Emotional Intelligence (for organisations) [SC-05]

For many organisations, the biggest resource they have is their staff and this course looks in detail at the benefits of having a workforce which operates with emotional intelligence. Emotional intelligence refers to having the ability to recognize and understand emotions and their impact on behaviour and attitudes. For organisations, the benefits are:

- staff who are highly resilient
- lower absence rates
- happier and more productive workforce
- greater harmony within organisations
- better mental health and ability to achieve important goals and outcomes.

#### Date TBC

2 x 3 hour session over two dates

Delivered by Graham Lamont Business & Learning Development Manager





NEW

### Participation in Procurement (for local authority staff) [SC-06]

This is for local authority commissioning teams and others who want to involve lived experience in the service commissioning process. This session will use a solution-focused approach to:

- explain about local needs, aspirations and assets
- clarify where and how to begin when involving lived experience in procurement
- explore the benefits and impact of involving lived experience
- understand what works and what doesn't - from people with lived experience.

**Date TBC**

**Online** 2 x 3 hour sessions delivered over two dates

**Delivered by** Peter Anderson: Training Lead

**Assisted by** David Kidd and GHIFT



NEW

### Trauma Informed Performance Management [SC-07]

A trauma informed Performance Management (supervision) programme for Managers and Team Leaders. This programme will offer a how to embed a person centered, solution focused, goal-oriented approach underpinned by coaching and positive psychology. This course is about cultural change for organisations, their staff and and people using their services, embedding a trauma informed approach through the supervision process.

**Monday 9 November & Monday 16 November 2020**

**Online** 2 x 6 hour sessions delivered over two dates

**Delivered by** Graham Lamont: Business & Learning Development Manager





NEW

### Sharing a Platform: Co-Production in Practice [SC-08]

- This workshop provides a structured approach to engaging people with lived experience in co-producing services.
- It highlights the importance of offering genuine choice and opportunities for people to get involved.
- Providing real life examples of how to challenge power dynamics and ensure equal status for all insights, perspectives, and experiences.
- How to build an agreement of the way forward for organisations and teams and laying the groundwork for a shared understanding of problems and how they can be solved.
- Opportunities for discussion, appreciation of the real life challenges and constraints of traditional approaches to project delivery and management which look for milestones to be achieved by a certain time .

**Date** TBC

**Online** 2 x 3 hour sessions delivered over two dates

**Delivered by** Michelle Major: Change Lead



“Enjoyable and with good group interaction. Lots of interesting real life examples”





# Frontline & Operational

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### Emerging from Lockdown into a New Paradigm [FO-09]

A self-reflection training event focusing on changes to homelessness services during lockdown, and what would we like to keep? Do we need a new language to describe post COVID-19 outcomes and services? COVID-19 gives organisations, professionals and volunteers a unique opportunity to analyse, debate and create a new landscape for homelessness services.

**Wednesday 2 December & Wednesday 9 December 2020**

**Online** 2 x 3 hour sessions delivered over two dates

**Delivered by** Peter Anderson: Training Lead



### Tools for Living [FO-10]

This course is for staff, volunteers and people who access services. It covers themes such as building resilience, crisis management, mindfulness, emotional literacy and managing relationships. Applicable for supporting people in their own tenancies, people leaving supported accommodation and prison.

**Date TBC**

**Online** 4 x 1.5 hour sessions delivered over four dates

**Delivered by** Peter Anderson: Training Lead



### Supporting People at Home [FO-11]

This course will learn more about designing and delivering support alongside people going through tough times. With the emphasis on person centered and a trauma informed approach, what are the key ingredients? Helping to facilitate this course is people with lived experience.

**Date TBC**

**Online** 2 x 3 hour sessions delivered over two dates

**Delivered by** Peter Anderson: Training Lead

**Assisted by** Michelle Major: Change Lead





### Trauma Informed Care [FO-12]

Trauma Informed Care is a service delivery approach for people who experienced trauma in their lives. Trauma-Informed Care is intended to develop understanding and to shift the focus of service delivery towards improving the psychological and emotional well-being of people accessing and working with your service. This training will support attendees to:

- gain an understanding of trauma and its impact
- understand how to recognise trauma in an individual
- develop a toolkit to work with survivors of trauma
- understand why and how to create safe spaces adopt a strengths-based approach to support clients.

**Date** TBC

**Online** 2 x 3 hour sessions delivered over two dates

**Delivered by** Peter Anderson: Training Lead



NEW

### The Right Place at the Right Time [FO-13]

Preventing and ending homelessness relies on someone finding the right door at the right time. To make this a reality for anyone experiencing homelessness, Scotland's ambition is for a 'no wrong door' approach. This workshop is for anyone looking to the idea that no matter where a person enters a 'system' they should find – as a minimum – a kind face and a quick, joined-up response. This depends on organisations being able to make referrals that match the client with the right service at the right time.

This workshop will explore:

- “No Wrong Door” and the Scottish context
- super referrals: pace, preparation, and suitability
- the power of being personal - becoming a 'well-kent face!'
- practical ways to develop a 'no wrong door' approach in your role and organisation.

**Date** TBC

**Online** 4 x 1.5 hour sessions delivered over four dates

**Delivered by** Peter Anderson: Training Lead





### PIE 2.0 Understanding Psychologically Informed Environments [FO-14]

Following discussion and feedback from services, a new overall framework for understanding and creating Psychologically Informed Environments (PIEs) has emerged: PIE 2.0. This aims to clarify ambiguities in the earlier models and provides a useful link to the new self-assessment tool: Pizazz. This course is for all managers and practitioners looking to develop and refine a PIE approach within their services.

By bringing together the theory, tools, and outcomes this briefing will help your team to understand:

- the context, principles, and benefits of PIE
- the crucial role of staff and volunteers, and how to support them
- how to identify and remove barriers
- the benefits of measuring the impact and success of PIE 2.0 in your service.

**Date TBC**

**Online** 2 x 3 hour sessions delivered over two dates

**Delivered by** Peter Anderson: Training Lead



**NEW**

### Delivering Support in a Digital Environment [FO-15]

Every year the Government sets ambitious targets to significantly reduce the number of people who experience digital exclusion, but until recently online portals were seen as little more than passive providers of information, with digital engagement and support reserved for only the most tech-savvy. While advances in technology, the proliferation of devices and communication channels, and the greater availability of data for a 24/7 on-demand public have made digital support more accessible, COVID-19 made supporting people digitally a necessity. This Innovative course will introduce the participant to the use of digital support as both a complement and an alternative to historic support systems by:

- Exploring the range of digital tools available, their uses and benefits
- Sharing learning from services which use digital technology historically —Samaritans, Fellowships, help lines etc
- Sharing tools and tips for maximising digital contact and engagement;
- Identifying what to do when something feels wrong?
- Exploring best practice in digital safety for staff and clients
- Reading between the lines - interpreting problems without body language?
- Exploring how to use technology as a client diary.

**Date TBC**

**Online** 2 x 2 hour sessions delivered over two dates

**Delivered by** Peter Anderson: Training Lead



NEW



## Homelessness Alcohol and Drugs: Cause and Effect Contemporary Evidence & Thinking [FO-16]

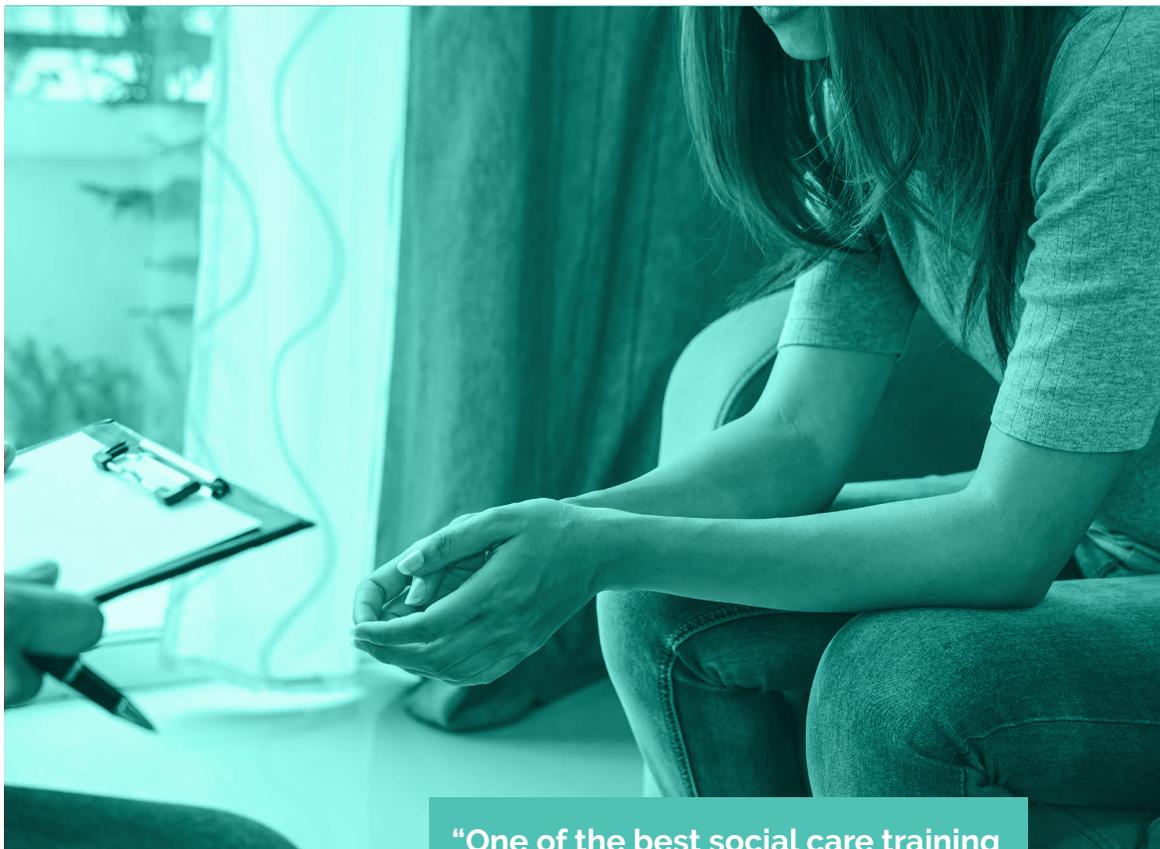
Evidence suggests that those who are homeless have a higher use of alcohol and drugs than the general population, but there are many other paths and complexities woven into substance use and this one day course seeks to look behind the veil at alcohol and substance use and offer practical tools to both understand, accommodate and support. Using evidence from recent drug and alcohol trends among the homelessness population, delegates will develop an understanding how homelessness is an indicator of trauma, how homelessness services respond to people with addiction issues and how we co-design more effective services that reflect a trauma informed approach.

**Date TBC**

**Online** 2 x 3 hour sessions delivered over two dates

**Delivered by** Peter Anderson: Training Lead

Assisted by a partner organisation on the day



“One of the best social care training courses I have attended in 20 years”





# Communication & Media

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NEW

### Communications and Media in a Crisis – small to medium organisations [CM-17]

This new course is an introductory look at developing a communications strategy for public and third sector organisations. Covering topics including

- how to engage with mainstream and online media
- How to engage with journalists
- Creating and maximising a digital profile
- The importance of getting your message and brand recognition out there
- How to build a communications strategy
- How to increase your company profile.

**Date TBC**

**Online** 2 x 3 hour sessions delivered over two dates

**Delivered by** Martin Gavin: Head of External Relations, and Toni Sword: Digital Change Lead



NEW

### Communication and Influencing Skills (how to communicate change) [CM-18]

This course is aimed at anyone in an influencing role. It looks specifically at what influencing is, the different approaches and the key skills required to influence effectively, whether it is a strategic, operational or a front-line role.

Influencing is at times asking people to do things that they don't wish to do, inspiring others to buy into something or selling an idea. Influencing is a key component in leadership and management of people

**Date TBC**

**Online** 2 x 3 hour sessions delivered over two dates

**Delivered by** Martin Gavin: Head of External Relations





# Policy & Legislation

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NEW



## Homelessness and Rough Sleeping

### Module One [PL-19]

Module One looks in detail at the Scottish Government’s action plans on ending rough sleeping. Delegates will have an opportunity to examine the causes of rough sleeping and be given up to date information on progress and actions taking place across the homelessness sector. The workshop presents an opportunity for debate and discussion and sharing of good practice and examples. As part of the workshop delegates are asked to design their preferred outcome for rough sleeping.

**Date TBC**

**Online** 1 x 3 hour session

**Delivered by** Claire Frew: Policy and Impact Manager

**Assisted by** Graham Lamont: Business & Learning Development Manager

NEW



## High Level Plan to End Homelessness

### Module Two [PL-20]

Module two looks in detail at the Scottish Government’s Ending Homelessness Together: High Level Action Plan. Delegates will have an opportunity to understand, analyse and discuss this plan. Breaking into discussion groups and using case studies, examples of good practice and real-life stories from across Scotland this fast paced and interactive workshop is designed to stimulate feedback and reflection on the effective of the action plan to date.

**Date TBC**

**Online** 1 x 3 hour session

**Delivered by** Claire Frew: Policy and Impact Manager

**Assisted by** Graham Lamont: Business & Learning Development Manager



NEW



## Homelessness and Rapid Rehousing Transition Plans

Module Three [PL-21]

Module three looks in detail at the background and progress to date of Rapid Rehousing Plans of each local authority in Scotland. The course examines the thinking behind the Scottish Government's strategy for RRTP's and how they are linked to local housing strategies and strategic housing investment plans. Looking at each Local Authority and their key partners offers delegates an opportunity to re-assess how permanent and settled housing options are secured for every potentially homeless and homeless household in Scotland.

An interactive and discursive workshop which seeks to broaden the knowledge, awareness and understanding of delegates. This workshop has a case study element post course for each delegate.

**Date TBC**

**Online** 1 x 3 hour session

**Delivered by** Claire Frew: Policy and Impact Manager

**Assisted by** Graham Lamont: Business & Learning Development Manager



"The course was full of information on a difficult subject which made it interesting"





NEW

## Homelessness Prevention

### Module Four [PL-22]

Module four looks in detail at the Scottish Government's Homelessness Prevention Strategy. Examining the background, thinking, aims and outcomes of the strategy to date using current data, case studies and evidence compiled from the work of the Homelessness and Rough Sleeping Action Group (HARSAG) and other stakeholders in the field.

Hearing from people with lived experience delegates will be able to access, debate and discuss whether this strategy is a success or whether much more needs to be done.

**Date TBC**

**Online** 1 x 3 hour session

**Delivered by** Claire Frew: Policy & Impact Manager

**Assisted by** Graham Lamont: Business & Learning Development Manager



NEW

## Homelessness and Housing First

### Module Five [PL-23]

Module five looks in detail at the Housing First Scotland strategy. Examining the background, thinking, aims and objectives of the strategy to date using current data, case studies and evidence compiled from the Housing First Pathfinder Programme, delegates will be able to access, analyse, debate and discuss HF highlighting the successes and areas where improvements could be implemented.

An interactive and participatory workshop which will broaden the knowledge, awareness and understanding of delegates in addition to providing an opportunity for feedback from the workshop to contribute directly to the Housing First strategy going forward.

**Date TBC**

**Online** 1 x 3 hour session

**Delivered by** Claire Frew: Policy & Impact Manager

**Assisted by** Graham Lamont: Business & Learning Development Manager



NEW



## Homelessness Legislation in Scotland Module Six [PL-24]

Module six looks in detail at all the recent Housing Bills and Legislation passed by Scottish Government and examines their impact across the sector and on all stakeholders. Delegates will examine pieces of legislation identifying and analysing the challenges this presented to local authorities and their response to date.

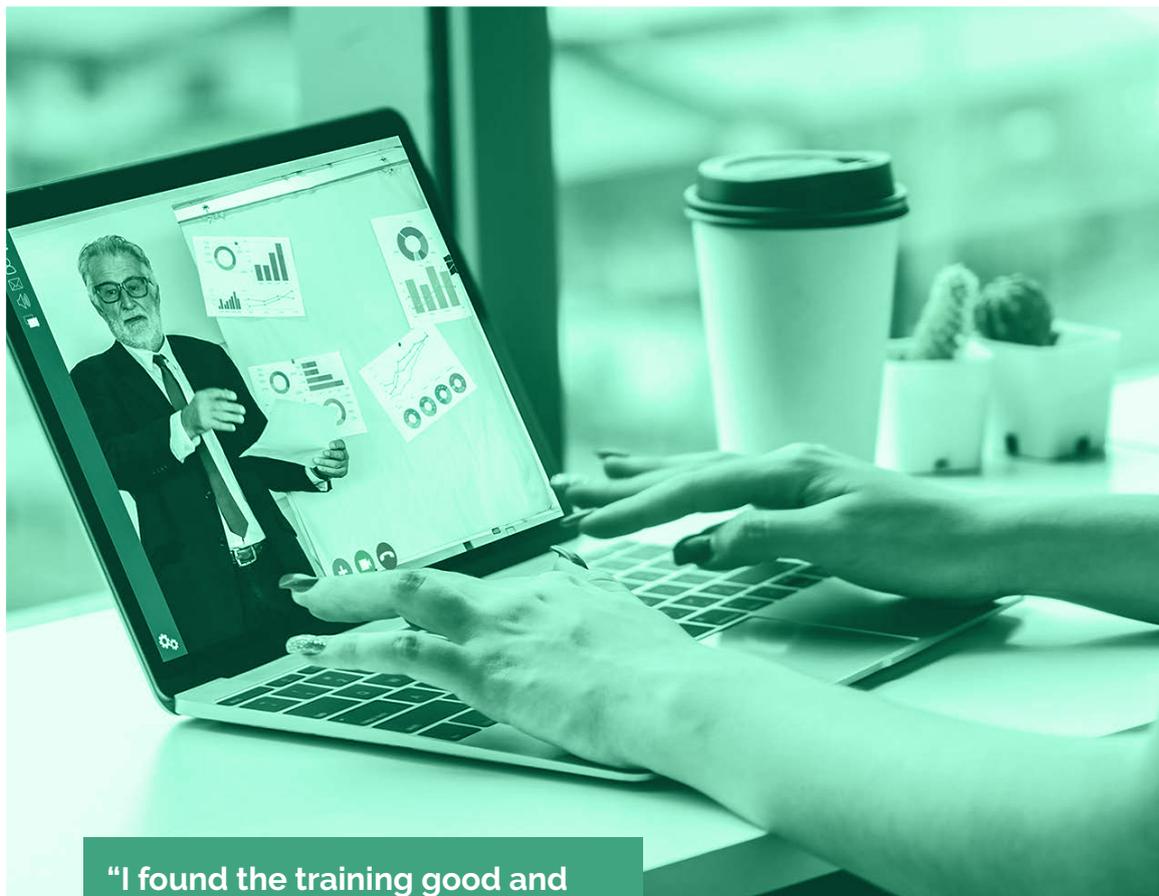
Using current data and analysis this is an interactive and participatory workshop which will broaden the knowledge, awareness and understanding of delegates with an interest in Housing Legislation.

**Date TBC**

**Online** 1 x 3 hour session

**Delivered by** Claire Frew: Policy & Impact Manager

**Assisted by** Graham Lamont: Business & Learning Development Manager



**"I found the training good and full of experience and life values"**

Call 0141 420 7272 | [allin@homelessnetwork.scot](mailto:allin@homelessnetwork.scot)



**All in**

**0141 420 7272 | [homelessnetwork.scot](https://homelessnetwork.scot)**

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Registered Office: Adelphi Centre, 12 Commercial Road, Glasgow G5 0PQ. CEO: Margaret-Ann Brünjes