Professional practice skills for housing

Course outline
Learn what it means to be a housing professional and how to use reflective practice to develop a personal professional development plan.

Learning outcomes
In detail this course will explore the key skills required for the housing professional. Giving learners the ability to assess their own performance and manage their own training and professional development, by drawing on their own experience.

Topics covered
- Communication
- Reflective practice
- Professionalism
- Assertiveness
- Customer insight
- Professional development plan
- Role of feedback

Who should attend
Regeneration and inclusion officers, Housing and neighbourhood officers, those serving their local neighbourhoods by providing housing management services or anyone that already has a level 2 qualifications and/or experience of working in housing.