Free Workshops for Social Housing

Staffordshire – 15th April London – 22nd April

Pearlcatchers
Inspiring Learning

The Leadership Challenge – Embedding Culture in a changing World

In the social housing sector today, leaders are under increasing pressure to 'get their houses in order'. All three of the Audit Commission's Cross-Cutting KLOE themes include an emphasis on the leadership and / or culture of the organisation.
But how can you truly embed 'the right culture', when tough competition and government reforms mean that no organisation can afford to stand still?

This half-day workshop aims to introduce you to some key methodologies and top tips to use your position as leader to help embed a culture of continuous improvement.

One of our Social Housing clients will also take this opportunity to tell you how our tailored Leading Change Programme has helped them to design and create their own new culture.

The session will close at 12.30 and you may like to stay for our afternoon workshop on Customer Excellence**,** which will expand on the concepts of viral change and bringing values to life. Refreshments are provided, but you should make your own arrangements for lunch

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Customer Excellence – Turning Values Into Action

Customer Care or Customer Excellence are words that form part of almost every Housing Associations strategic aims, values or plans. But simply saying that customers are 'at the heart of your organisation' does not make it so.
So how do you engage with your employees, so that they truly live customer care values and consider their customers (internal or external) in everything that they do?

Through our work with a range of social housing clients, Pearlcatchers have developed our Customer Excellence Model, which enables you to work on both the people and process aspects. This workshop will introduce you to our model and its accompanying process for cascading values and behaviours throughout the organisation.

One of our Social Housing clients will also take this opportunity to tell you how our Customer Excellence Programme has helped them to embed the concept of customer excellence alongside their existing frameworks and values.

The session will start at 1.30pm, but you may also like to attend our morning session on Leading Culture Change, which will look at the leader's role in continuous improvement and cultural change

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To book your place, please complete the Free Workshop Booking Form and return to Pearlcatchers - Email: enquiries@pearlcatchers.co.uk; Fax: 01753 830855; alternatively you can call Karen Hanley on 01753 624985

"It is not the strongest or most intelligent of species that survive….it's those who can adapt best to change" **– Charles Darwin**

Free Workshop Booking Form

Tel: 01753 624985 Fax: 01753 830855
e-mail: enquiries@pearlcatchers.co.uk Website: www.pearlcatchers.co.uk

Name: _____

Job Title: _____

How long have you been in this position: _____

Company: _____

Company Address:

_____

_____

Tel No. _____

Email: _____

Date Attending:

15th April - Chasewater Innovation Centre, Staffordshire ☐
22nd April – Novas Scarman, London ☐

Workshop:

The Leadership Challenge ☐
Customer Excellence ☐
Both ☐

What do you hope to gain from the workshop: _____

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Note: There are two separate sessions in the day. Lunch is not provided, however there are cafés on the premises.

Full details of venues and schedules will be provided in our pre-workshop information pack upon receipt of booking form.

Please return to Pearlcatchers –
Claremont House 70 – 72 Alma Road Windsor SL4 3EZ
Email: enquiries@pearlcatchers.co.uk
Fax: 01753 830855