

**Are you involved in your landlords service delivery?**



**Resident Empowerment Training**



**Would you like to be involved, but not sure you have the skills?**

Norwich City Council, Orbit East & Cotman Housing are working in partnership with Adult Education to deliver a resident empowerment programme, covering the following:

## **1. Team Working**

(Tuesday 20th July @ the Vauxhall Centre, 7pm—9pm)

- ◆ **Introductions**
- ◆ **Expectations**
- ◆ **Aims & objectives**
- ◆ **Code of conduct**
- ◆ **Team roles**
- ◆ **Team working**

## **2. Effective Meetings**

(Wednesday 21st July @ the Vauxhall Centre, 7pm—9pm)

- ◆ **Authentic listening skills**
- ◆ **Setting up meetings**
- ◆ **Running**
- ◆ **Making your point**
- ◆ **Making meetings worthwhile**

## **3. People Skills**

(Tuesday 27th July @ Wymer Rm, City Hall, 7pm—9pm)

- ◆ **Assertiveness**
- ◆ **Managing difficult personalities  
Effectively**
- ◆ **Challenging unacceptable behaviour**

## 4. Working together

(Tuesday 28th July @ Wymer Rm, City Hall, 7pm—9pm)

- ◆ Giving & receiving feedback
- ◆ Personal skills audit
- ◆ Action planning
- ◆ Evaluation

## Interested?

## Want more information?

Please call your landlord:



**Norwich City Council**  
**Nick Downes,**  
**Tenant Participation Officer**  
**01603 212551**



**Orbit East**  
**Russell Heath**  
**Resident Engagement Adviser**  
**01603 283327**



**Cotman Housing Association**  
**Amanda Marsh**  
**Snr Customer Services Officer**  
**01603 731699**



# Working in partnership with

 **Norfolk** County Council  
Adult Education Services