

YMCA BIRMINGHAM

TRAINING AND EDUCATION

YMCA

Housing Short Courses

Our Training and Education social enterprise was set up in 2012, utilising the skills and experience within our organisation to share with others within the Housing and Voluntary (third) Sectors across the UK. Our activities are designed to generate a surplus that can be used to support our charitable work with homeless and disadvantaged young people.

In addition to our short courses, we are accredited to deliver Chartered Institute of Housing, Institute of Leadership and Management and City & Guilds Qualifications.

YMCA Birmingham deliver a wide range of short 1-day courses tailored specifically for the housing sector. We can deliver these courses across the UK covering the following;

Managing Rent Arrears

Suitable for those working in a social /supported housing environment who may have responsibility for the collection of rent or monitoring of rent accounts.

This course will provide workers in the social/supported housing field with a base line knowledge of the legal framework affecting rent arrears, examine best practice in preventing - and proactive steps in minimising - rent arrears, including exploring processes for arrears management and monitoring.

Service User Involvement / Tenant Participation

To provide staff working in supported housing with the knowledge of the key drivers for service user involvement, and to enable them to plan for more effective involvement.

This course will provide an understanding of why service user involvement is important in a range of housing related settings and explore the opportunities of how to maximise the impact in a specific context.

Contact Centre Customer Services

For all staff working in a call centre within a housing environment.

This course will help call centre staff learn how to make the most of their telephone based work including understanding the best ways to listen and to be heard.

Each session has elements of sales and customer service skills which will be explored in detail throughout this energising and informative workshop.

Topics include; Verbal Communication Techniques, Questioning and Listening Skills, Ways of Delivering Bad News and Saying No, Cold and Warm Calls, Handling Objections and Closing, Negotiation Techniques, and Techniques for Managing Stress.



YMCA enables people to develop their full potential in mind, body and spirit. Inspired by, and faithful to, our Christian values, we create supportive, inclusive and energising communities, where young people can truly belong, contribute and thrive.

We Also Deliver

Conflict Management & Resolution
Equality and Diversity
Safeguarding
Team Working
Suicide Awareness
Self-Harm
Substance Misuse
Eating Disorders
Mental Health First Aid

Customised Courses

Need a course designed to meet your specific or organisational needs?

With our team of experienced trainers and associate trainers from a diverse range of disciplines, we can help.

We can also deliver your customised course in-house across the UK to minimise the time that your staff are away from the workplace.

Contact Us

If you would like any further details about the qualifications or courses that we run, please contact us.

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