

FOUNDATIONS FOR GROWTH

COMMUNITY HOUSING CREDENTIALS

ALL COURSES OFFER A DIGITAL BADGE

RESILIENCE AND SELF MANAGEMENT



RESILIENCE IN THE WORKPLACE

Ensure you and your team thrive in difficult environments



CONVERSATIONS FOR OUTCOMES

Apply the best techniques to enhance purposeful conversations



DEVELOPING INFLUENCE

Learn how to have a stronger voice

PORTFOLIO GROWTH AND DEVELOPMENT



ANALYSING BUSINESS OPPORTUNITIES

Considerations to grow your community housing portfolio



PLANNING FOR GROWTH

Practical steps for a sustainable and effective growth



COMMUNITY FINANCE OPTIONS

Enhance your community housing portfolio

LEARNING AGILITY



BEING A GOOD LEARNER

Take charge of your own learning journey



PROBLEM SOLVING

Uncover solutions that may not be apparent to others



DIGITAL FLUENCY

Build confidence to engage with digital technology

WELCOME



Kristan Conlan
Chair, CHIA Queensland

I am delighted to release CHIA Queensland's Foundation for Growth prospectus of micro-credential training courses for 2021. These bite-sized training courses are just what the workers in our busy sector need - practical, flexible training that's directly relevant to the work that we do. Through our partners Infinite HQ, we will be delivering these training modules across Queensland in 2021 through a combination of on-line training and face-to-face workshops in Brisbane, Gold Coast, Mackay and Cairns.

The Foundations for Growth program is the ideal opportunity for you to invest in yourself, develop your skills and build your professional networks. Whether you choose to do a single module, or sign up for all nine micro-credential modules, I am certain you'll find the Foundations for Growth program to be enjoyable and rewarding.

The **Community Housing Industry Association Queensland (CHIA QLD)** is the independent industry body representing community housing organisations in Queensland. We are a member-based, non-profit company limited by guarantee.

CHIA QLD provides forward-looking advocacy to promote the interests, expertise and value of Queensland's community housing industry. Our vision is that Queensland's community housing industry leads the way in meeting housing need in communities that support life opportunities.

Our member organisations provide a wide range of homes - long-term housing for key workers and those on low and moderate incomes, purpose-built developments for seniors, homes for people with disability, as well as crisis and transitional accommodation for those at risk of homelessness.

Over 140 community housing organisations in Queensland between them hold a portfolio of 16,000 rental properties valued at over \$3 billion. Some of these homes we own, and some we manage on behalf of other landlords. Surplus generated from our \$100m annual rent roll and our property development activities goes back into building new homes, improving the quality of existing dwellings and helping tenants.

CHIA QLD thanks the Queensland Department of Employment, Small Business and Training for its support of the Foundations for Growth micro-credentials program.

The Community Housing Industry Association Queensland (CHIA QLD) respectfully acknowledges the Aboriginal and Torres Strait Islander Owners, Elders and Emerging Leaders of the lands on which it meets and conducts its business; past, present and future.

COMMUNITY HOUSING CREDENTIALS QUEENSLAND

ONLINE SESSIONS 2021

RESILIENCE IN THE WORKPLACE	22 MARCH - 16 APRIL 4 - 29 OCTOBER
CONVERSATIONS FOR OUTCOMES	19 JULY - 13 AUGUST
DEVELOPING INFLUENCE	4 - 29 OCTOBER
BEING A GOOD LEARNER	3 - 28 MAY 8 NOVEMBER - 3 DECEMBER
PROBLEM-SOLVING	4 - 29 OCTOBER
DIGITAL FLUENCY	30 AUGUST - 24 SEPTEMBER
PLANNING FOR GROWTH	22 MARCH - 16 APRIL 4 - 29 OCTOBER
ANALYSING BUSINESS OPPORTUNITIES	19 JULY - 13 AUGUST
COMMUNITY HOUSING FINANCE OPTIONS	30 AUGUST - 24 SEPTEMBER

WORKSHOPS 2021

A culminating workshop will be held in the week following the four weeks of online facilitation, with the following available options:

- **Face to face:** Brisbane, Mackay, Cairns, Gold Coast
- **Online**

Dates for the culminating workshops are on the individual course flyers.



RESILIENCE AND SELF MANAGEMENT

RESILIENCE IN THE WORKPLACE

Ensure you and your team thrive in difficult environments



COURSE OVERVIEW

Resilience has become a common requirement for the modern workforce with increasing uncertainty and complexity. Not only do we need ways to deal with the pace of change, but also emergent challenges, such as a global pandemic.

In this course, with a combination of online learning and face to face workshops, you will learn how to use proven strategies to boost resilience in your community housing workplace and beyond.

Learn the keys to balancing the immediate and urgent pressures with the longer term priorities. Understand how to navigate the complex emotions that result from conflicts within your responsibilities. For example, when you must act as problem solver, facilitator, and rule enforcer, all at once.

WHO THIS COURSE IS FOR

This course is relevant to all roles and levels within community housing organisations, particularly people in roles that regularly experience a high volume of complex demands.

Earn your digital badge by successfully completing the assessment of this course.

TO ENROL GO TO:
chia.learnupon.com



WHAT YOU WILL LEARN

Implement practical strategies to maintain and increase resilience

Increase self-awareness and apply self-knowledge to recognise and respond to risks to wellbeing

Contribute to resilient organisations including consideration of standards of professional behaviour

TOPICS

- Recognising resilience and its importance for you and your workplace
- Building professional resilience
- Putting resilience to work

2021 DATES

ONLINE DELIVERY*
22 March - 16 April
4 - 29 October

IN-PERSON WORKSHOPS
Brisbane: 20 April
Gold Coast: 21 April
Cairns: 23 April
Mackay: 27 April

ONLINE-ONLY WORKSHOP:
1 November

*Includes 4 online sessions between these dates

COURSE FEE

ASSOCIATION MEMBER
PUBLIC

\$150.00
\$180.00



RESILIENCE AND SELF MANAGEMENT

CONVERSATIONS FOR OUTCOMES

Apply the best techniques to enhance purposeful conversations



COURSE OVERVIEW

Community housing professionals engage in a wide-range of conversations, as they provide advice and support services, manage tenancies, work with other colleagues and agencies, and pursue their professional careers.

This course will give you the strategies to make sure you never come away from a conversation with a colleague, a client or your boss wondering exactly what's been agreed or what happens next. Communication isn't just about what you say, it's about what you leave out and the messages you don't even realise you are sending.

You will engage with tools to understand and interpret motives, contexts and complex situations, as well as mediate, negotiate, intervene and persuade.

WHO THIS COURSE IS FOR

This course can benefit all people in different roles as conversations are key to workplace relationships and communication. It is particularly recommended for roles that involve intensive communication with clients or colleagues.

Earn your digital badge by successfully completing the assessment of this course.

TO ENROL GO TO:
chia.learnupon.com



WHAT YOU WILL LEARN

Use person-centred techniques to enhance purposeful conversations

Implement strategies to achieve successful conversations and to manage and resolve conflict including self-awareness, diversity and inclusion, emotional intelligence, active listening

Increase confidence to hold challenging conversations, overcoming personal and professional barriers

TOPICS

- Purposeful conversations
- Improve conversation skills
- How to manage challenging conversations

2021 DATES

ONLINE DELIVERY*
19 July - 13 Aug

*Includes 4 online sessions between these dates

IN-PERSON WORKSHOPS
Brisbane: 17 August
Gold Coast: 18 August
Cairns: 20 August
Mackay: 24 August

COURSE FEE

ASSOCIATION MEMBER
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\$150.00
\$180.00



RESILIENCE AND SELF MANAGEMENT

DEVELOPING INFLUENCE

Learn how to have a stronger voice



COURSE OVERVIEW

Effective community housing professionals are able to motivate people - colleagues, clients and communities - to engage in initiatives and projects that improve service delivery. But how can you achieve things through others, and use influence to do this?

This course provides foundational knowledge, techniques, and strategies to increase your positive impact on the workplace, the community and government. In the words of Margaret Mead, *"never doubt that a small group of thoughtful, committed citizens can change the world; indeed, it's the only thing that ever has"*.

Learn how to enlist others' knowledge, skills, efforts, and energies beyond the bounds of organisational authority.

WHO THIS COURSE IS FOR

This course is for anyone who seeks to improve their influence in their workplace, develop a stronger voice in their organisation or deliver greater social impact.

Earn your digital badge by successfully completing the assessment of this course.

TO ENROL GO TO:
chia.learnupon.com



WHAT YOU WILL LEARN

Develop the confidence and the capacity to have a positive impact on others in the sector

Implement strategies of influence to guide actions that create positive impact

Learn and wield purposeful tactics of influence ethically, including developing your own ethical approach

TOPICS

- Influence at work
- The power and purpose of influence
- Strategies to build influence in your workplace

2021 DATES

ONLINE DELIVERY*
4 - 29 October

IN-PERSON WORKSHOPS
Brisbane: 2 November
Gold Coast: 3 November
Cairns: 5 November
Mackay: 9 November

*Includes 4 online sessions between these dates

COURSE FEE

ASSOCIATION MEMBER
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\$150.00
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PORTFOLIO GROWTH AND DEVELOPMENT

PLANNING FOR GROWTH

Practical steps for sustainable and effective growth



COURSE OVERVIEW

What steps do you need to take to ensure your organisation is ready and well-positioned to create or take advantage of opportunities?

Lay a strong foundation for increasing your housing stock through strategic thinking, getting the right people around the table, and understanding your risk profile.

This course guides you through practical steps to identify areas with your business that need to be enhanced, and the necessary planning to support a sustainable and successful development.

WHO THIS COURSE IS FOR

Targeted at those contributing to strategic development planning, this course is primarily for those in senior and executive leadership roles including board directors. Also a good opportunity for future leaders.

WHAT YOU WILL LEARN

Develop confidence to review and identify the skills needed to build Community Housing portfolios, at a governance and operational level

Make your risk appetite statement useful to achieving business objectives and hone your risk management skills

Position your organisation to effectively take the next steps in developing your housing portfolio

TOPICS

- Capitalising on organisational capability
- Evaluating and managing risk
- Leading a contemporary organisation

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Mackay: 27 April

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1 November

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PORTFOLIO GROWTH AND DEVELOPMENT

ANALYSING BUSINESS OPPORTUNITIES

Considerations to grow your community housing portfolio

GET A
DIGITAL
BADGE

COURSE OVERVIEW

With a high unmet demand for social and affordable housing, there is an urgent and pressing need to grow the community housing sector.

Providers across remote, regional and metropolitan areas face different challenges in determining when, where and how to grow their business to meet the demand for affordable housing.

This practical, hands-on course provides tools to support you and your Board to evaluate opportunities, balancing risk and potential reward. While professionals in the sector have a strong commitment to increasing supply, understanding the risks and implications of decisions can help you navigate challenging decision-making.

WHO THIS COURSE IS FOR

Targeted at those involved in financial decision-making, this course is primarily for those in senior and executive leadership roles including board directors. Great for aspirational future leaders also.

Earn your digital badge by successfully completing the assessment of this course.

TO ENROL GO TO:
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WHAT YOU WILL LEARN

Utilise tools to analyse opportunities as they arise, including understanding the risk, return on investment, and strategic alignment

Undertake scenario planning to support good decision-making, while taking steps to account for personal biases

Assess strategies to build capital portfolios and diversify sources of income, bolstered by the effective sourcing and utilisation of others' expertise

TOPICS

- Analysing the opportunity
- Scenario testing and planning
- Accessing expertise

2021 DATES

ONLINE DELIVERY*
19 Jul - 13 Aug

IN-PERSON WORKSHOPS

Brisbane: 17 August
Gold Coast: 18 August
Cairns: 20 August
Mackay: 24 August

*Includes 4 online sessions between these dates

COURSE FEE

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PORTFOLIO GROWTH AND DEVELOPMENT

COMMUNITY FINANCE OPTIONS

Enhance your community housing portfolio



COURSE OVERVIEW

For community housing organisations thinking about stepping into property development, the complex financial requirements can often be the most challenging component. In this course, we will demystify the internal finance requirements, the external finance options and the financial management required to build your housing portfolio.

You will explore a number of tools to give you new insights into your financial position and to support the achievement of your organisation's vision and purpose, while mitigating and managing risk.

Open the door to possibilities! Through a good understanding of money and investment you can confidently manage for the best outcome.

WHO THIS COURSE IS FOR

Targeted at those involved in financial planning and strategic planning, this course is primarily for those in senior and executive leadership roles including board directors.

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TO ENROL GO TO:
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WHAT YOU WILL LEARN

Develop a sound investment plan through a good understanding of the balance sheet through development, rent models, and end of build checklists

Identify and evaluate finance options including types of finance, how to access and not to be scared of debt

Manage finances effectively including contract management required during development, tender process requirements and partnership checklist

TOPICS

- Investment plans
- Finance options
- Managing the finances

2021 DATES

ONLINE DELIVERY*
30 Aug - 24 Sept

IN-PERSON WORKSHOPS
Brisbane: 28 September
Gold Coast: 29 September
Cairns: 1 October
Mackay: 5 October

*Includes 4 online sessions between these dates

COURSE FEE

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LEARNING AGILITY

BEING A GOOD LEARNER

Take charge of your own learning journey



COURSE OVERVIEW

In today's fast-paced community housing world, we can be tempted to think that we don't have the time to attend to our own professional development and keep our skills up to date.

Becoming a life-long learner delivers tangible benefits - continuous learning is the key to remaining confident, adaptable, effective and engaged.

Being an adaptable learner is the new super-skill, providing you with the grounding to move your professional competencies to meet current and future challenges and opportunities.

This course will provide you with knowledge and tools to take charge of your own learning journey.

WHO THIS COURSE IS FOR

Everyone can benefit from becoming a better and more agile learner! Of particular benefit for those in early or mid career who will need to meet rapidly changing skills needs.

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WHAT YOU WILL LEARN

Embrace continuous learning through integrating the principles of adult learning and neuroplasticity

Identify learning pathways that most benefit your current role and future career development. Understand and apply productive mindsets to situations requiring new knowledge or skills

Identify and commit to personal learning goals including using accomplished learner strategies

TOPICS

- Continuous learning
- Concepts and theories on adult learning
- Accomplished learner strategies

2021 DATES

ONLINE DELIVERY*
3 - 28 May

ONLINE-ONLY WORKSHOP
6 December

IN-PERSON WORKSHOPS
Brisbane: 1 June
Gold Coast: 2 June
Cairns: 4 June
Mackay: 8 June

*Includes 4 online sessions between these dates

COURSE FEE

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\$150.00
\$180.00



LEARNING AGILITY

PROBLEM SOLVING

Uncover solutions that may not be apparent to others

GET A
DIGITAL
BADGE

COURSE OVERVIEW

In increasingly complex situations, community housing professionals need to draw on their problem-solving skills to respond to emergent issues, including critical incidents and high-risk scenarios.

Addressing wicked problems often requires collaboration and drawing on a wide range of resources.

This course will provide you with tools and practical strategies to get right to the heart of a problem, dismantle obstacles to achieving your goals and find ways to uncover solutions that may not be apparent to others.

WHO THIS COURSE IS FOR

This course is suitable for most roles. It could particularly benefit those that frequently face complex client or community situations.

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WHAT YOU WILL LEARN

Use problem-solving techniques to explore alternatives in response to challenge in professional settings

Cultivate resources, including a professional network, to work on solutions to challenging issues in the sector

Develop short, medium and long-term approaches to problem solving, using thinking systems that complement traditional policies and procedures with adaptive principles-based methods

TOPICS

- Models of problem solving
- Systems thinking
- Strategies for problem solving

2021 DATES

ONLINE DELIVERY*
4 - 29 October

IN-PERSON WORKSHOPS
Brisbane: 2 November
Gold Coast: 3 November
Cairns: 5 November
Mackay: 9 November

*Includes 4 online sessions between these dates

COURSE FEE

ASSOCIATION MEMBER
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LEARNING AGILITY

DIGITAL FLUENCY

Build confidence with digital technology and boost your productivity



COURSE OVERVIEW

Successful community housing professionals and organisations of the future will maximise the potential of technology when planning efficient information and communication management.

For some, this task might seem daunting and will require an initial induction into the digital environment and the new ways of working.

This course focuses on building confidence and capacity to engage with and learn new digital systems and tools. You will build a better understanding of the digital era and existing online platforms. And why not, to have some fun along the way!

WHO THIS COURSE IS FOR

This course is targeted at those who would like to modernise their skills and work more effectively in our contemporary digital environment. It is particularly useful for those who feel that are getting left behind with new technology.

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TO ENROL GO TO:
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WHAT YOU WILL LEARN

Identify how digital tools can increase your productivity and the quality of services

Understand the need for data security and apply techniques to ensure digital security and privacy

Implement strategies to learn new systems and tools. Increase confidence to experiment and enhance control over your digital identity and environment

TOPICS

- The digital era
- Digital literacy
- Digital agency and management

2021 DATES

ONLINE DELIVERY*
30 Aug - 24 Sept

IN-PERSON WORKSHOPS
Brisbane: 28 September
Gold Coast: 29 September
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