



Why World Class Manager in Housing Associations?

Housing Association employees are the “faces” of the organisation, so how the Housing Association operates and how its employees are treated, and in turn, treat the customer can have a significant impact on the overall success of the organisation.

As most Housing Association employees are dispersed over multiple locations, it is therefore difficult to bring them together into traditional classroom training, so World Class Manager is the ideal solution.

WCM can raise the capability of a large number of managers, to create a consistent approach and attitude to great management amongst the Housing Association community of future leaders.

To date we have had 185 participants from the Housing Association sector, that have been through the programme and we have had overwhelming feedback from the Housing Association community.



Overall Results & Improvement Rate

96.6% Overall Housing Association Improvement Rate!

Key Results included:

- Increased my impact as a manager (96.6% respondents)
- Improved the way the goals are set for managers and their teams (96.6%)
- More impactful appraisals (93.1%)
- Improved time management (89.7%)
- Improved team briefings (100%)
- More effective meetings (100%)
- Better understanding of customer needs and how to meet them (96.6%)
- Higher performing team (96.6%)
- Development of themselves and their teams (96.6%)
- More effecting management (100%)
- Improved presentation skills (100%)
- Ability to think and plan more strategically (93.1%)



Learnt key techniques

“Doing the course I believe that I have learnt key techniques as well as refining things that I already know. I feel that I and my team take the time to listen to feedback more and are more empathetic and understanding in the way we respond and communicate with others.”

Positive feedback from the team

“Positive feedback from the team on how I am managing the service, i.e. more productive team meetings as thought is placed in the planning/ preparation.”

Ready to take on more challenging roles

“I am prepared and ready to take on more challenging roles within the organisation. The fact that I manage my time better and understand the various perspective for the organisational decisions and future direction makes me a much more developed staff of the organisation.”

I have a team ready for the task ahead

“I am now aware of what the role of the senior managers in my company are. I am able to present my ideas in a more structured way dealing with issues relating to my duties in a more professional manner; have an improving team who are on the same page; better training for the future to ensure I have a team ready to take responsibility for the task ahead.”

Better team meetings

“ My team are more aware of where the company is heading how they are seeking to get there and how they interact in this process. Better team meetings, more training to improve the standard requested.”

Understanding my staff and their needs

“I have learnt how and why my role is important in relationships with the company's goal and expectation; by improving my motivation and learning new skills in relation to time management; understanding my staff and their needs; looking at myself and what I need to improve my performance.”

Enhances skills

“The WCM course is an excellent all round Management course that enhances skills and makes you think about yourself. It helps to inspire clearer goals, targets and achievements you can achieve for yourself and your team.”

Customers are happier

“Service delivery is excellent, the customers are happier and satisfied with the service they are receiving.”

Able to develop team

“It has been really effective to be able to develop team members and develop responsibility. I have reviewed our workload and have, where necessary slashed tasks that were being performed by my team that really shouldn't. These things were time consuming and I believe are better performed elsewhere allowing my team to focus on the important work that does fit into their remit.”

Improved communication & celebrations

“There had been improved communication, and celebrations of the team performances. There is more participation in meeting by the team and it is better managed than before.”