

Background

Community Gateway is a not-for-profit community-based housing association set up to meet the housing needs of people in Preston and the surrounding areas. They wanted to develop resilience so that their people could both look after themselves, and their customers and tenants even more effectively.

Outcomes of Development

- Encourage debate on the uniqueness of perception, as a starting point to building self-awareness.
- Provide a way for people to identify their personal triggers after the learning.
- Help people to focus their energy on responding, rather than reacting, and focusing on what is within their control.

Delivery Method

1-hour virtual sessions were facilitated, in addition to:

- Pre-work provided beforehand
- A full PDF learning pack to consolidate and continue learning
- Post-work to help people embed and apply their learning
- A two week follow-up to check-in on progress against actions

Results

Twelve sessions were facilitated for a total of 113 people:

- How well did the learning meet the objectives? 4.65 / 5
- How relevant was the content of the learning for you? 4.58 / 5
- How well did the facilitator communicate with you to deliver the learning over the virtual platform? 4.88 / 5
- How helpful were the activities and exercises in meeting your learning needs? 4.58 / 5
- How would you rate the effectiveness of the materials provided before, during and after the learning? 4.73 / 5
- Overall, how would you rate the learning? 4.69 / 5

What People Said

- I enjoy "mind-hacks" to try and get out of cyclical thinking, and to progress as a person, so these techniques will be really helpful. Thank you for the informal way of delivering the training as well!
- I loved the energy you brought to the training and the way you explained how our brain works.
- Short and fun (a must on Zoom).
- The session was pitched in a really effective way.
- I thought the material and delivery was excellent and well adapted for 'current times'.
- Chris was a very engaging host!