

Budget Coaching in the Community

OUTLINE:

‘Consumers in Britain are going through the tightest squeeze in their living standards since the 1920’s with the most vulnerable spending 7 whole days a year worrying about money.’ – www.which.co.uk – July 2012. ‘One in five said they pay off less than 25% of their credit card balance each month’ – Equifax – Jun 2012. ‘Families are battling on every front to balance the books, whether from the squeezed middle or surviving on benefits. We heard about a range of drastic economies, including going to bed at 8pm to save electricity, giving up fruit, and leaving the heating off all winter’ www.family-action.org.uk Mar 2012.

COURSE AIMS:

A one day fun, interactive course that enables learners to support others to put together a realistic personal budget of income and expenditure, including an understanding of the underlying soft skills needed to achieve a sustainable money plan such as listening, questioning techniques, negotiating, empathy, goal setting and motivation.

TARGET LEARNERS:

This course has broad appeal, suitable for any learners wanting to produce accurate, realistic and sustainable budgets for service users and clients. From experienced advisers, rent collections staff, community support workers and those performing affordability checks to individuals looking for ways to keep their own finances in check.

PRIOR KNOWLEDGE REQUIREMENTS:

No prior knowledge is needed to receive full benefit.

LEARNING OBJECTIVES:

- Understanding the qualities make a good ‘money coach’.
- Be aware of techniques that can be used to help clients achieve their money & life goals.
- To be able to assist someone to create a realistic budget, how & when to review.
- To be able to explain the difference between wants & needs, priorities & non-priorities.
- Know how & where to help others maximise income.
- Understand the principles of spending reductions and appropriate use of guideline figures.
- Know where to signpost/refer clients for free, impartial specialist help if needed.

TOPICS COVERED:

- Skills of a good money coach
- Goal setting
- Obtaining right figures for budget creation
- Wants & needs, priorities & non-priorities
- WB entitlements checks
- Accessing cheaper deals
- Govt. schemes for vulnerable consumers
- Dealing with priority arrears
- Questioning, probing & negotiating
- Challenging excessive spending

DATES, VENUES & PRICING:

Available for ‘in-house’ delivery and occasionally as an ‘open course’ – please check www.pennysmart.org.uk for pricing, T’s and C’s and availability.

CONTACT:

The training team – training@pennysmart.org.uk or Tel 0845 459 9055