

National Training Programme 2022

Explore our brand new national training programme, created to help you to raise the standard of tenant engagement.

Making the Most of Digital Meetings Achieve productive meetings in a digital world, that are chaired well and make a difference.	Getting Microsoft 365 (and Teams) to work for you Take advantage of Microsoft 365, break down the barriers and ensure you can take part successfully.	Resident Engagement and Building Safety Ensure you put residents at the heart of building and fire safety and put the Hackitt report insights into direct action.	Maximise the Power of Scrutiny This specialist scrutiny course will equip you with all the skills and knowledge needed to ensure your review packs a real punch!
Chairing Skills Build your confidence and develop your skills to become an expert chair.	Introduction to Scrutiny An excellent introductory course to help you understand what scrutiny is and how you can be involved.	Using Behavioural Insights to Increase Involvement Learn how Behavioural Insights (or 'nudge') can reach a wider, more diverse number of tenants and achieve their involvement.	Dealing with Difficult Situations How to manage difficult situations, using conflict as a positive tool.
Housing Ombudsman Complaints Masterclass for Engaged Residents Aimed at engaged residents, you will learn how to play an effective role in the dispute resolution process and understand good approaches in complaint handling.	Recruiting for Scrutiny We all know that its people who make scrutiny successful so recruiting the right customers/tenants/residents is an absolute must.	Marvellous Scrutiny Models Find the right model for any topic, provide practical tips and gives you the chance to learn from other tenants.	Procurement and The Role of Customers Poor procurement leads to dissatisfied customers and a waste of resources. Identify ways in which to involve customers in the procurement process.
Housing Policy and Regulation Understand current trends and how issues such as supply, demand, benefits, homelessness effect policy.	Introduction to Housing Law Understand the fundamentals of housing law, look at current issues and illustrate the links to your role.	Effective Challenging and Questioning Skills Develop your communication skills, be more assertive, learn how to challenge effectively and express your point of view.	Delivering Scrutiny Digitally This course will explore the many tools and techniques available to help you to scrutinise effectively in this 'virtual' world.
Running a Successful Residents Association Explore how to set up, run and improve your Residents Association.	Understanding Performance Information Find out how to interpret performance information and ask the right questions so that you can confidently challenge performance and drive improvement.	Digital Engagement and Social Media Find out how to use social media and digital technology to get your point heard and influence others.	Engagement and GDPR Practical and non-technical, this training session tells you what you need to know about the General Data Protection Regulations.
Engagement for Non Engagement Workers Understand what community engagement is, why it matters, and how to do it successfully.	Mystery Shopping Find out how to become an expert mystery shopper and assess your landlord's services.		



TENANT ENGAGEMENT EXPERTS
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