

**Tpas Training Team**



TENANT ENGAGEMENT EXPERTS  
**tpas**

# A-Z List of Training Courses



# Tpas Training Team

## A-Z List of Training Courses

This list provides an A-Z look at our courses. All of our courses are tailored to meet your specific needs. It may be that the training course you are looking for doesn't appear or you are looking for something slightly different, in which case we will endeavour to develop a course to accommodate your needs.

- All courses are available as 'in house' where we come to you
- Sessions can be held both online or in person
- They can be full or half day sessions (depending on the content to be covered) in the daytime, evening or weekend
- We also offer a service to all our clients that helps you to identify your training needs and then we devise a programme to suit
- Our comprehensive range of courses empower resident together with housing providers to deliver effective co-regulation, excellent services, accountable governance & sustainable communities.

Our prices start from:

### Tpas Members

£750 + VAT for a full day  
£500 + VAT for a half day

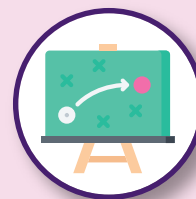
### Non Members

£900 + VAT for a full day  
£650 + VAT for a half day

These costs are for up to a maximum of 16 delegates.



**Governance & Transparency**



**Business & Strategy**



**Complaints**

### A

- Accounts and Bookkeeping / Treasurer Skills
- All About Engagement

### B

- Being an Effective Group
- Being on the Board
- Better Groups, Better Chairing

### C

- Chairing Skills
- Challenging and Questioning Skills
- Co-Creating Services, Policies & Strategies
- Committee and Chair Skills
- Communication and Influencing
- Community Leadership
- Complaints and Designated Persons
- Confidence Building
- Consulting with Your Community

- Creating a Positive Engagement Culture
- Customer Journey Mapping

### D

- Dealing with Difficult Situations / Resolving Conflict
- Decision Making Techniques and Skills
- Delivering Scrutiny Digitally
- Digital Engagement and Social Media

### E

- Effective Challenging & Questioning Skills
- Effective Meetings
- Effective Negotiation
- Embracing Your Community
- Engagement and GDPR
- Engagement for Non Engagement Staff
- Equality and Diversity
- Equality, Diversity and Inclusion: The Essentials
- Establishing a Residents Association

## F

- Fundraising/Finding the Funds

## G

- Getting on Board – An Introduction
- Getting to Grips for Scrutiny
- Getting Your Point Across
- Good Governance
- Governance and Committee Skills
- Guide to Effective Tenant and Community Engagement

## H

- Holding Your Landlord to Account
- Housing Law: What You Should Know
- Housing Policy and Legislation
- Housing Today
- How to be a Better Representative
- How to Take Minutes

## I

- Introduction to Housing Law
- Introduction to Scrutiny
- Introduction to Social Housing
- Investigating Complaints and Resolving Conflict
- Involving Everyone

## L

- Learning from Complaints

## M

- Making a Presentation
- Making Sense of Performance Information
- Making the Most of Digital Meetings
- Making the Most of Social Media
- Management Committee Training
- Managing a Project
- Marvellous Scrutiny Models
- Maximise the Power of Scrutiny
- Measuring the Impact of Your Engagement
- Mergers Training
- Moving Your Group Forward / Setting Goals for Your Group
- Mystery Shopping

## N

- Newsletters and Publicity
- No Nonsense Guide to Scrutiny

## P

- Personal Development for Engagement Staff
- Personal Effectiveness
- Planning A Scrutiny Review
- Planning A Community Event
- Planning for Outcomes
- Planning for Successful Scrutiny
- Practical Skills for Being a Representative
- Preparing and Managing Budgets
- Procurement and the Role of Customers
- Productive Teams & Positive Engagement

## R

- Recruiting to Scrutiny Panels
- Recruitment & Selection
- Reporting for Scrutiny
- Resident Engagement in Building Safety
- Resident Inspectors
- Resident Involvement and Social Media
- Resolving Conflict
- Reviewing Your Approach to Scrutiny
- Reviewing Your Resident Engagement
- Role of a Community Representative
- Running a Community Event
- Running a Successful Residents Association



Scrutiny



Information & Communication

## S

- Scrutiny – Journey to Excellence
- Scrutiny – Recruiting the Right Panel
- Scrutiny – Tracking Impact
- Scrutiny – Getting it Right in Local Authorities
- Scrutiny – Models and Approaches
- Services & Customer Performance Information
- Setting up a Tenants and Residents Group
- Sheltered Housing Training
- Show the Value of Your Tenant Involvement
- Skills for Chairs
- Skills for Working with Groups
- Social Media
- Strategic Thinking and Decision Making
- Successful Secretaries and Taking Minutes
- Supporting and Developing Scrutiny
- Supporting Residents Groups
- Surveys



**Resources for  
Engagement**



**Community  
& Wider  
Engagement**

## T

- Team Building
- Team Development
- Techniques to Gain Insight and Information
- Tenant Inspectors
- The Buyers Guide – The Role of Tenants and Residents in Selecting Contractors
- Tips for Effective Consultation
- Top Ten Tips for Effective Consultation
- Treasurer Skills
- Training for Task and Finish Group

## U

- Understanding Contracts and Procurement
- Understanding Differences in People
- Understanding Performance Information
- Using Behavioural Insight to Increase Involvement

## V

- Value for Money and Tenant Engagement

## W

- Working as a Group / Effective Challenging
- Working as a Team
- Working Together

## Useful information

If you have any questions regarding this document or if we can help in any other way, call us on **0161 868 3500** or email **[training@tpas.org.uk](mailto:training@tpas.org.uk)**

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