



TENANT ENGAGEMENT EXPERTS

tpas

Digital Training Programme 2020/21

Whatever your passion, role or job
we have the course for you.



Visit <https://www.tpas.org.uk/tpas-events/training-courses>



Key Facts

Are you an **Engagement Pioneer** or **Resident Scrutineer**?

Service Improver or **Engagement Influencer**?

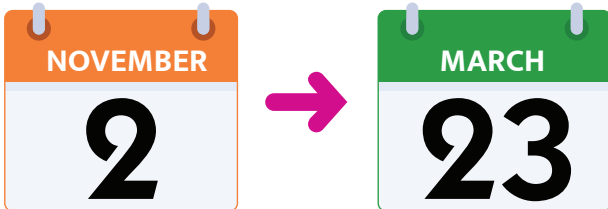
Community Leader or **Knowledge Seeker**?

Housing Worker or **Strategic Decision Maker**?

Whatever your passion, role or job, when it comes to housing training, we have a course for you.

When does the programme start?

The new programme starts on Monday 2nd November 2020 and these courses will run until March 2021.



How will training be delivered?

All courses will be delivered digitally via Zoom. All courses can be accessed via computers, tablets and smartphones.

How long with training last?

The actual length of the course is specified in the course outline. We will not deliver any online training for more than one hour without a break, as we feel that any longer would compromise the learning experience and outcomes. Visit <https://www.tpas.org.uk/tpas-events/training-courses> to find each course.

Who will deliver the training?

Tpas use a pool of associates for our training, who have all met the rigorous tpas trainers standards. Each course will include details of the trainer along with a photograph so you know who to expect on the day.

How much does it cost? Prices start at £50 per person. All our courses can be delivered in house, which may be more cost effective depending on the numbers involved. Please ask for details. Participants will receive a Tpas E Certificate on completion of the feedback survey.

What courses are on offer? Following feedback from our members, we have segmented our training into profiles and roles rather than topic/subject areas. We hope that approach helps you identify the training you are looking for in a quicker and more targeted way.



The Community Programme

Suitable for anyone who is, or wants to be, part of community or grass roots engagement and activism.

COURSE TITLE	DATE
Fundraising for Communities	Wednesday 16 December & Thursday 17 December
Consulting With Your Community	Thursday 28 January
Running a Community Event	Monday 25 January & Tuesday 26 January
Running Successful Tenants/Community Residents Association	Wednesday 18 November



Housing Workers Programme

Listening to customers and ensuring they can influence the service is part of everyone's job so it's vital that they have the skills and knowledge to do this effectively. The courses in this programme are suitable for a range of different workers including new starters, non engagement staff, repairs operatives and dedicated engagement staff.



COURSE TITLE	DATE
Engagement Induction Session for Staff	Tuesday 21 January & Thursday 11 February
Engagement for Building Safety Staff	Thursday 14 January
Customer First Training for Social Housing Operatives	Thursday 21 January
Express Engagement for the Busy Professional	Thursday 11 December
Insight and Engagement	Thursday 18 February

Strategic Decision Makers Programme

Suitable for any tenant / resident / customer who are board members or part of high level panels or groups that sit within the landlords' governance structure.

COURSE TITLE	DATE
Holding Your Landlord to Account	Thursday 26 November
Strategic Thinking and Working: A Guide for Tenants	Thursday 3 December
Creating a Positive Engagement Culture	Thursday 10 December



Customer/Tenant Resident Scrutineers Programme

We all know how important scrutiny is, so we have designed a raft of top quality courses for anyone who is involved in scrutiny

COURSE TITLE	DATE
Introduction to Scrutiny	Coming from January 2021
Delivering Scrutiny Digitally	Coming from January 2021
Scrutiny Approaches Bootcamp and Task and Finish	Coming from January 2021
Productive Teams and Positive Relationships	Coming from January 2021
Maximise the Power of Your Scrutiny	Coming from January 2021
Recruiting to Scrutiny	Coming from January 2021

Engagement Pioneers Programme

Suitable for anyone working or volunteering in engagement who wants to innovate and experiment with something a little different when it comes to engagement

COURSE TITLE	DATE
Social Value – The Netherlands Approach	January 2021
Behavioural Insight and Engagement	February 2021

Service Improver Programme

Suitable for all those who are involved in working with their landlords to improve business and deliver change.

COURSE TITLE	DATE
Mystery Shopping	Monday 1 February & Tuesday 2 February
Using performance Data and Insight	Monday 8 February & Tuesday 9 February
Questioning and Challenging	Monday 22 February & Tuesday 23 February
Complaints	Thursday 4 February

Knowledge Seeker Programme

Whatever your role, knowing your stuff in the key areas is crucial, our courses will get you bang up to date and keep you in the 'know'.

COURSE TITLE	DATE
Building Safety	Tuesday 14 January
GDPR and Engagement	Coming in 2021
Procurement	Coming in 2021
Housing Law	Tuesday 7 January
Housing Policy and Regulation	Tuesday 21 January

Resident / Tenant / Customer Influencer Programme

If you are looking to make sure your influencing is reaching its maximum potential then these sessions are for you.

COURSE TITLE	DATE
Using Social Media for Engagement	Monday 11 January
Presenting with Confidence	Coming in 2021
Getting the Most from Your Digital Meetings	Monday 30 November
Communicating Effectively	Coming in 2021
Chairing Skills	Monday 1 & Tuesday 2 March
Dealing With Difficult Situations / Resolving Conflict	Monday 8 & Tuesday 9 March
Effective Challenging & Questioning Skills	Monday 22 & Tuesday 23 March

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