

# National Training Programme



We are delighted to bring you our brand new national training programme created to go hand in hand with our recently updated national standards.

Our digital programme covers each of our seven national engagement standards so you can be assured your learning is covering the areas that matter. So if you are looking boost your knowledge or skills around engagement, or maybe looking to improve your performance in light of the recent white paper, why not check out our programme below.

Governance and Transparency	Scrutiny	Business and Strategy	Complaints	Information and Communication	Resources For Engagement	Community and Wider Engagement
Effective challenging and questioning	Introduction to Scrutiny	Housing Policy & Regulation	Skills For Tenant Complaints Panels	Resident Communication Masterclass	Chairing Skills	Social Value – The Netherlands Approach
Skills for New Tenant Board Members	Delivering Scrutiny Digitally	Housing Law	Involving Customers In Complaints Handling	#It's Not OK - See the Person Guide	Equality, Diversity and Inclusion The Essentials PLUS	Consulting With Communities
Skills for Tenant Panels/Board Members	Maximising the Power of Scrutiny	Building Safety and Engagement	The Housing Ombudsman Webinar Series	Engagement and GDPR	Productive Teams and Positive Engagement	Running a Community Event
Holding Your Landlord to Account	Recruiting to Scrutiny Panels	Co-Creating Services, Policies and Strategies	The Complaint Handling Code – What Do I Need To Know	Social Media and Digital Engagement	Tips for Effective Consultation	Effective Engagement In Estate Regeneration
Customer Assurance at the Heart of the Business	Marvellous Scrutiny Models	Strategic Thinking and Decision Making	Tenant Mediators – Who Are They And What Do They Do?	Making the Most of Digital Meetings	Using Behavioural Insight to Increase Involvement	Running a Successful Tenants Association
Digital AGMs	Recruiting to Scrutiny	Procurement and the Role Of Customers	Reviewing Complaints Handling	Performance Information and Data	Customer Journey Mapping	Right To Manage – What Is It?
Creating a Positive Engagement Culture	A No Nonsense Guide to Scrutiny	Co-Creating Services, Policies and Strategies	Complaints Masterclass for Engaged Residents in conjunction with the Housing Ombudsman	Challenging and Questioning Effectively	Engagement For Non-Engagement Workers	Engaging Young People In The Housing World