

National Training Programme 2022

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



Chairing Skills

Build your confidence and develop your skills to become an expert chair.

Dealing with Difficult Situations

How to manage difficult situations, using conflict as a positive tool.

Delivering Scrutiny Digitally

This course will explore the many tools and techniques available to help you to scrutinise effectively in this 'virtual' world.

Digital Engagement Using Canva

If you want to put together great looking social media posts, flyers and posters then this introductory workshop is for you. **FREE FOR MEMBERS**

Digital Engagement Using Mailchimp

Use smart marketing emails with Mailchimp to manage your newsletters, event launches, big announcements, surveys and more. **FREE FOR MEMBERS**

Effective Challenging and Questioning Skills

Develop your communication skills, be more assertive, learn how to challenge effectively and express your point of view.

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.

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. **FREE FOR MEMBERS**

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.

Introduction to Scrutiny

An excellent introductory course to help you understand what scrutiny is and how you can be involved

Involving Everyone in Your Group

If you want to explore the means available to tenants and residents to increase involvement in your associations or groups then this is a great introduction.

Making the Most of Digital Meetings

Achieve productive meetings in a digital world, that are chaired well and make a difference.

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!

Marvellous Scrutiny Models

Find the right model for any topic, provide practical tips and gives you the chance to learn from other tenants.

Meeting & Committee Skills

A popular course that offers advice and tips on how to achieve productive meetings that make a difference. It will help you to focus on the issues in hand, make use of your valuable time, deal with different personalities and achieve results. It will also help you understand everyone's role and expectations within your committee.

Mystery Shopping

Find out how to become an expert mystery shopper and assess your landlord's services.

Planning a Community Event

A great course to develop your skills and confidence in planning and managing a successful community event.

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.

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.

Recruiting for Scrutiny

We all know that its people who make scrutiny successful so recruiting the right customers/tenants/residents is an absolute must.

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.

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.

Learn, Network & Develop

with Tpas Training and Events



- Conferences
- Digital Training
- In house Training
- LA/ALMO Staff Meet ups
- National Engagement Professionals Network
- National Tenant Network
- Regional and National Members Meetings
- Scrutiny Club
- Sector Leader Q and A's
- Roundtables
- Webinars
- Workshops



SCAN TO GO
TO WEBSITE:

