

# Popular training topics



This list gives an indication of the wide range of topics Tpas provides training on for staff, board members, councillors and tenant/resident volunteers around the country.

Don't worry if the type of training you want isn't listed, this list does not cover all we can deliver and we are constantly working with organisations to design new courses and new approaches to existing subject areas.

Use the list to generate ideas and then get in touch to discuss what we can deliver for you. PLEASE NOTE: each title under the topic heading is a full day training course in its own right. We are not able deliver everything listed under each topic heading in one day.

## Setting up scrutiny and undertaking a review

Getting to grips with scrutiny; understanding the basics; setting up; desktop review; reality checking techniques (mystery shopping, inspection, focus groups, surveys, interviews); planning for successful scrutiny; reporting and monitoring impact; reviewing your approach to scrutiny

## Skills for influencing and scrutiny

Challenging and questioning effectively; understanding housing management performance information; collaboration and co-design; reviewing your involvement in service improvement; effective meetings; chairing skills; decision making; confidence building; presentations; report writing.

## Expanding our housing knowledge

Being involved – the knowledge; introduction to social housing; housing today; housing management; repairs; regulation and the regulatory standards; introduction to housing law; value for money; introduction to housing finance; procurement; equality and diversity.

## All about engagement

The guide to effective tenant involvement; techniques to gain insight and information; impact assessment; showing the value of your tenant and community engagement; digital engagement; social media – getting involved online; working with communities; involving everyone; supporting and developing tenant scrutiny; leaseholder engagement.

## Equipped for governance

Board taster sessions; support with applications and interviews; introduction to being a board member; performance management and risk; tailored skills and knowledge based training for Board members.

## Skills for groups

Chairing; minutes and note taking; treasurer skills; fundraising; working as a group; committee skills; newsletters; being a community representative; tackling community issues; getting your voice heard; introduction to project management; managing a community building.

**We also offer briefing sessions on all aspects of tenant engagement as well as facilitators for review days, team days, action planning and business planning.**

**We can deliver one day, half day, evening and weekend sessions as well as programmes and accredited training.**