

# 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
- 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 and sustainable communities

Our prices start from:

#### **Tpas Member**

£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

- |   |  |
|---|--|
| <ul style="list-style-type: none"> <li>• Accounts &amp; Bookkeeping/<br/>Treasurer Skills</li> <li>• All About Engagement</li> <li>• Being an Effective Group</li> <li>• Being on the Board</li> <li>• Better Groups, Better Chairing</li> <li>• Chairing Skills</li> <li>• Challenging &amp; Questioning Skills</li> <li>• Co-Creating Services, Policies &amp; Strategies</li> <li>• Committee &amp; Chair Skills</li> <li>• Communication and Influencing</li> <li>• Community Leadership</li> <li>• Complaints and Designated Persons</li> <li>• Confidence Building</li> <li>• Consulting with Your Community</li> <li>• Creating a Positive Engagement Culture</li> </ul> | <ul style="list-style-type: none"> <li>• Customer Journey Mapping</li> <li>• Dealing with Difficult Situations/<br/>Resolving Conflict</li> <li>• Decision Making Techniques &amp; Skills</li> <li>• Delivering Scrutiny Digitally</li> <li>• Digital Engagement and Social Media</li> <li>• Effective Challenging &amp; Questioning Skills</li> <li>• Effective Meetings</li> <li>• Effective Negotiation</li> <li>• Embracing Your Community</li> <li>• Engagement &amp; GDPR</li> <li>• Engagement for Non Engagement Staff</li> <li>• Equality &amp; Diversity</li> <li>• Equality, Diversity &amp; Inclusion:<br/>The Essentials</li> </ul> |
|---|--|



- Establishing a Residents Association
- Fundraising/Finding the Funds
- Getting on Board – An Introduction
- Getting to Grips for Scrutiny
- Getting Your Point Across
- Good Governance
- Governance and Committee Skills
- Guide to Effective Tenant & Community Engagement
- Holding Your Landlord to Account
- Housing Law: What You Should Know
- Housing Policy & Legislation
- Housing Today
- How to be a Better Representative
- How to Take Minutes
- Introduction to Housing Law
- Introduction to Scrutiny
- Introduction to Social Housing
- Investigating Complaints and Resolving Conflict
- Involving Everyone
- Learning from Complaints
- 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
- Newsletters & Publicity
- No Nonsense Guide to Scrutiny
- 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 & Managing Budgets
- Procurement & the Role of Customers
- Productive Teams & Positive Engagement
- 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 – 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 & Residents Group
- Sheltered Housing Training
- Show the Value of Your Tenant Involvement
- Skills for Chairs
- Skills for Working with Groups
- Social Media
- Strategic Thinking & Decision Making
- Successful Secretaries & Taking Minutes
- Supporting & Developing Scrutiny
- Supporting Residents Groups
- Surveys
- Team Building
- Team Development
- Techniques to Gain Insight & Information
- Tenant Inspectors
- The Buyers Guide – The Role of Tenants & Residents in Selecting Contractors
- Tips for Effective Consultation
- Top Ten Tips for Effective Consultation
- Treasurer Skills
- Training for Task & Finish Group
- Understanding Contracts & Procurement
- Understanding Differences in People
- Understanding Performance Information
- Using Behavioural Insight to Increase Involvement
- Value for Money and Tenant Engagement
- Working as a Group/Effective Challenging
- Working as a Team
- Working Together