

# National Training Programme 2023

Here is our brand-new digital national training programme for 2023. Designed and built on our **seven national tenant engagement standards**. You can be assured that Tpas learning has all the key components of engagement excellence covered. Whether its preparing for a new regulatory framework and tenant satisfaction measures, or striving to make your existing engagement even better, our mix of webinar sessions and more traditional courses, all delivered by our experienced and engaging trainers, will get you there.

Simply visit our website [www.tpas.org.uk/tpas-events/training-and-events](http://www.tpas.org.uk/tpas-events/training-and-events) to book your place and boost your knowledge and skills in 2023.

 Governance and Transparency	 Business and Strategy	 Complaints	 Scrutiny	 Information and Communication	 Resources For Engagement	 Community and Wider Engagement
Effective challenging and questioning	Housing policy and regulation	Skills for tenant complaints panels	Introduction to scrutiny	Resident Communication Masterclass	Chairing Skills	Action Learning Pods
Myth-Busting Skills for New Tenant Board Members Webinar	Building safety and engagement	Involving customers in complaints handling	Delivering scrutiny digitally	Engagement and GDPR	Tips for effective consultation	Consulting with communities
Holding your Landlord to account	Strategic thinking and decision making	The Housing Ombudsman Webinar	Maximising the power of scrutiny	Social media and digital engagement	Engagement for non-engagement workers	Running a community event
Customer Assurance at the heart of the business	Procurement and the role of customers	The complaint handling code – what do I need to know?	Recruiting to scrutiny panels	Making the most of digital meetings	Mystery Shopping	Running a successful tenants association
Creating a positive engagement culture	Measuring Impact of Engagement	Tenant Mediators – who are they and what do they do?	Marvellous scrutiny models	Digital Engagement using Canva	Dealing with Difficult Situations	
		Investigating Complaints and Resolving Disputes	Productive Teams and positive engagement	Digital Engagement Using Mailchimp		
			Performance information and data – a guide for customers	Getting Microsoft 365 (and Teams) Work for You		
			COMING SOON Scrutiny Design and Build Day			