

## Popular Training Courses for Involved Customer Groups



Face to Face course – usually one day (day/ evening or some weekends),  
 On line – through Zoom or MS Teams or Go to Webinar – you choose.  
 We find 2 to 3-hour sessions work best on line

Here are some suggestions - you can pick and mix or put together your own course!  
 Don't see anything you like? suggest something – we can probably help

| Suggested Courses |  |
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| 1                 | How to set up and manage a well governed and focused tenant committee/board  |
| 2                 | Making balanced judgements – techniques for collection and reporting results   |
| 3                 | How to use satisfaction surveys, face to face surveys with customers, focus groups and customer insight to benefit your scrutiny recommendations   |
| 4                 | Value for money – what is it, what is expected and how can tenants get involved?   |
| 5                 | Report writing and practice, for senior staff and Boards and presenting them   |
| 6                 | Tenant Board Member individual and collective leadership and mentoring, Scrutiny Panel mentoring and independent support to capacity built to contribute to Board/Council and Committees |
| 7                 | Scrutiny and Complaints panels – working effectively with Boards, Councils and Committee structures, including advanced scrutiny and different methodologies                             |
| 8                 | The Big Picture:<br>Where/how does housing services fit with Government priorities and what is happening in related fields of Housing, Social care and the Third Sector                  |
| 9                 | Interviewing skills – holding 121 and focus group discussions with experts, staff and tenants  |
| 10                | Mystery Shopping, tenant surveys and reality checking services   |
| 11                | Negotiating and influencing skills when reporting your findings  |
| 12                | Complaints and feedback forms – what to look for, what to analyse and how to approach this   |
| 13                | Researching and reviewing good practice for tenant panels  |
| 14                | Co-regulation –what are the regulatory standards and what options do I have for delivering them  |
| 15                | Writing newsletters people want to read  |
| 16                | Project and event management techniques for tenant panels  |
| 17                | A plan for communications and relationship management between Customer Groups with Senior Staff and Board  |
| 18                | Effective action plans – what to look for and how to review progress   |
| 19                | Managing budgets and grant funding   |
| 20                | Scoping the project that will get buy in and make a difference and planning your work to reach a deadline  |
| 21                | Equality and Diversity for scrutiny groups and how to involve and engage with local representative groups  |

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| <b>22</b> | Appraisals for Residents and Tenant Board Members – different approaches   |
| <b>23</b> | Complaints under Localism and the role of designated persons   |
| <b>24</b> | Different roles for tenants in complaint management and stakeholder management   |
| <b>25</b> | Options – an Internal or a Designated Tenant Complaints Panel? Which one suits us best?  |
| <b>26</b> | Getting something out of every meeting – being outcome focussed  |
| <b>27</b> | Scrutinising performance and benchmarking data and reporting on this   |
| <b>28</b> | Recruiting newly involved volunteers – making a plan and running some taster sessions  |
| <b>29</b> | What is new in involvement – how do I make use of digital engagement   |
| <b>30</b> | Role Descriptions and positions on involved groups   |
| <b>31</b> | Modernising scrutiny and tenant panels work – fast and sounds results  |
| <b>32</b> | Election of chair, vice chair, coordinators and other positions on committees - which to choose and best practices for success             |
| <b>33</b> | Introduction to scrutiny, the skills you need to learn and what is involved  |
| <b>34</b> | Board Members. assurance from involvement and getting the most of the experience and of tenants and local people on committees             |
| <b>35</b> | Reviewing your customer engagement – developing a plan for review of your Customer Involvement Strategy                                    |
| <b>36</b> | Partnership Working and relationship building between customer groups  |
| <b>37</b> | If scrutiny takes 17 weeks – how do we do this faster and still maintain the quality of our work?  |
| <b>38</b> | Advanced Scrutiny – deeper diving and developing a plan to polishing your skills   |
| <b>39</b> | New groups – developing our purpose and how will we achieve this   |
| <b>40</b> | Tenant Cashback – how to set up your pilot   |
| <b>41</b> | Complaints – Internal tenant Panels – best practice  |
| <b>42</b> | Complaints Panels: preparation, evidence, interviews, planning your pre meetings, holding a review meeting and how to report your findings |
| <b>43</b> | Complaints – Designated Panels – forming a plan to train and prepare your panel  |
| <b>45</b> | Designated Panels - skills and training for dispute resolution   |
| <b>46</b> | Advocacy training for Complaint Panels and customers   |
| <b>47</b> | Designated persons – role of Councillors and MPs and how to work with fellow designated persons  |
| <b>48</b> | Reviewing complaints policies and complaint performance data   |
| <b>49</b> | Chairing skills and skills for other tenant roles  |
| <b>50</b> | Cross landlord shared services and skills for tenant involvement   |
| <b>51</b> | Managing conflict and stress and removing barriers to engagement   |
| <b>52</b> | Appreciative enquiry – solving neighbourhood issues with the community   |
| <b>53</b> | Data protection – what can we access and what is out of bounds   |
| <b>54</b> | Independence – how get your point across when you are not the decision maker in such a way as it makes a difference                        |
| <b>55</b> | Neighbourhood planning – supporting customers to engage  |
| <b>56</b> | Team Building for tenant groups  |
| <b>57</b> | Staff Training – what’s hot and what’s not in customer engagement  |
| <b>58</b> | Volunteering – customer involvement into work, training and education  |
| <b>59</b> | Consultative Panels – Making them work for customers and landlords   |
| <b>60</b> | Consulting on Policies – How to make the customer challenge positive   |
| <b>61</b> | Reviewing and evaluating your customer scrutiny – advanced scrutiny  |

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| 62 | Reviewing your customer involvement strategy  |
| 63 | Aligning involvement with business and governance needs                               |
| 64 | Working with your customers to define social value                                    |
| 65 | Value for money – the role of customers in the annual statement                       |
| 66 | Customer involvement for back line staff  |
| 67 | The benefits of customer engagement for boards  |
| 68 | Reviewing regulatory obligations and customer promises with customers                 |
| 69 | Reviewing the role of your main consultative groups                                   |
| 70 | Focusing your neighbourhood involvement offer   |
| 71 | Leadership skills and chairing skills for customers                                   |
| 72 | Designated panels – techniques to deal with difficult people and complaint cases      |
| 73 | Difficult consultations on services – how customers can contribute                    |
| 74 | Setting goals and ensuring delivery of your work                                      |
| 75 | Monitoring action plans through governance and involvement structures                 |
| 76 | Using the customer journey to understand what needs improving                         |
| 78 | Relationship management with tenants, staff and boards                                |
| 79 | Managing change   |
| 80 | Measuring success and Value of engagement   |
| 81 | Volunteering and promoting your group   |
| 82 | Having a bigger impact in your neighbourhood – (as well as housing)                   |
| 83 | Supporting resident engagement in building safety and refurbishment                   |
| 84 | Tenant Rights and understanding the service offer                                     |
| 85 | Setting service standards and performance targets with residents and monitoring these |

**We also deliver:**

- 1-2-1 mentoring service for chairs/residents of tenant panels
- Support for new members of tenant panels to get them up to speed
- Development for new/existing resident board members who want to know more about governance and strengthening their impact
- Setting up and running a new customer Board/Committee, with impact
- Support for staff new to resident involvement
- Reviews of customer involvement, engagement and empowerment strategies
- Scrutiny panel, complaint panel or other panel, independent support
- Training and development needs analysis for residents and panels

**Contact:** [Yvonne@tenantadvisor.net](mailto:Yvonne@tenantadvisor.net) or call 07867974659, for more details.