

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 – your choice
 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	
	<p>Our most popular course in 2022 was support to recruit, train and develop tenants and residents onto Board/Committee and strategic influence positions within Councils</p> <p>Let us know if are interested in our Board Readiness Programme</p>
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: 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
22	Appraisals for Residents and Tenant Board Members – different approaches
23	Complaints under Localism and the role of designated persons
24	Different roles for tenants in complaint management and stakeholder management
25	Options – an Internal or a Designated Tenant Complaints Panel? Which one suits us best?
26	Getting something out of every meeting – being outcome focussed
27	Scrutinising performance and benchmarking data and reporting on this
28	Recruiting newly involved volunteers – making a plan and running some taster sessions
29	What is new in involvement – how do I make use of digital engagement
30	Role Descriptions and positions on involved groups
31	Modernising scrutiny and tenant panels work – fast and sounds results
32	Election of chair, vice chair, coordinators and other positions on committees - which to choose and best practices for success
33	Introduction to scrutiny, the skills you need to learn and what is involved
34	Board Members. assurance from involvement and getting the most of the experience and of tenants and local people on committees
35	Reviewing your customer engagement – developing a plan for review of your Customer Involvement Strategy
36	Partnership Working and relationship building between customer groups
37	If scrutiny takes 17 weeks – how do we do this faster and still maintain the quality of our work?
38	Advanced Scrutiny – deeper diving and developing a plan to polishing your skills
39	New groups – developing our purpose and how will we achieve this
40	Tenant Cashback – how to set up your pilot
41	Complaints – Internal tenant Panels – best practice
42	Complaints Panels: preparation, evidence, interviews, planning your pre meetings, holding a review meeting and how to report your findings
43	Complaints – Designated Panels – forming a plan to train and prepare your panel
45	Designated Panels - skills and training for dispute resolution
46	Advocacy training for Complaint Panels and customers
47	Designated persons – role of Councillors and MPs and how to work with fellow designated persons
48	Reviewing complaints policies and complaint performance data
49	Chairing skills and skills for other tenant roles
50	Cross landlord shared services and skills for tenant involvement
51	Managing conflict and stress and removing barriers to engagement
52	Appreciative enquiry – solving neighbourhood issues with the community
53	Data protection – what can we access and what is out of bounds

54	Independence – how get your point across when you are not the decision maker in such a way as it makes a difference
55	Neighbourhood planning – supporting customers to engage
56	Team Building for tenant groups
57	Staff Training – what’s hot and what’s not in customer engagement
58	Volunteering – customer involvement into work, training and education
59	Consultative Panels – Making them work for customers and landlords
60	Consulting on Policies – How to make the customer challenge positive
61	Reviewing and evaluating your customer scrutiny – advanced scrutiny
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@ydconsultants.co.uk or call 07867974659, for more details.

