



Thursday 7th March, 9:30am – 12:00pm

Habits and behaviours can be hard to change, but they can have a huge impact on how much a household spends on energy. The course will look at some of the theories and findings in the field of decision making, focusing specifically on simple practical things they can do to encourage people to act on the energy-related advice they receive.

This course is designed for frontline staff working in a range of organisations who are in a position to provide energy-related advice directly to householders either face-to-face or via the telephone



Explain:

- The barriers/cognitive biases discouraging householders from acting on energy advice
- Some of the key factors influencing decision making
- Actions to encourage householders to act on energy-related advice

Following the webinar, learners will also receive a booklet covering the course topics.

FULLY FUNDED PLACES are available to non-commercial organisations such as local Councils, health, housing associations, advice agencies etc. Learners must be frontline staff or volunteers that encounter and provide advice to those in or at risk of fuel poverty.

*** Discount available for NEA Enhanced members.**

All webinars are 2.5 hours and CPD accredited

Webinars will be delivered live via Zoom (video conferencing facility) by our expert tutors to small groups to ensure a good level of interaction and support for learners. Participants will require a device with a camera and sound.



For further information and course fees, please contact:

Nichola MacDougall
Training Officer
National Energy Action NI
Tel: 028 9023 9909
E-mail: nichola.macdougall@nea.org.uk