



CENTRAL & EASTERN EUROPEAN  
SUSTAINABLE ENERGY NETWORK

CEESEN-BENDER

# Training on the social aspects of supporting renovations of energy poor and vulnerable home-owners

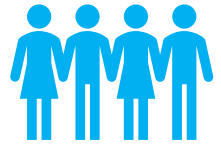
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Climate Alliance



Co-funded by  
the European Union



Developed within the CEESEN-Bender Project



For building and climate experts in municipalities, and professionals working in building renovation field



It's objective is to increase expert knowledge and provide guidance on supporting building managers, homeowner associations and landlords as well as vulnerable households.

# How does the training work?



Trainee registration and **needs assessment** (questionnaire);



**Analysis** of needs and previous existing knowledge and experience of trainees;



Trainees first steps: **EPAH online course & short home assignments**;



**Training: 1-2 day(s) workshop** (face-to-face or online) and includes handouts and further readings;



Post-training: **review and consultations.**

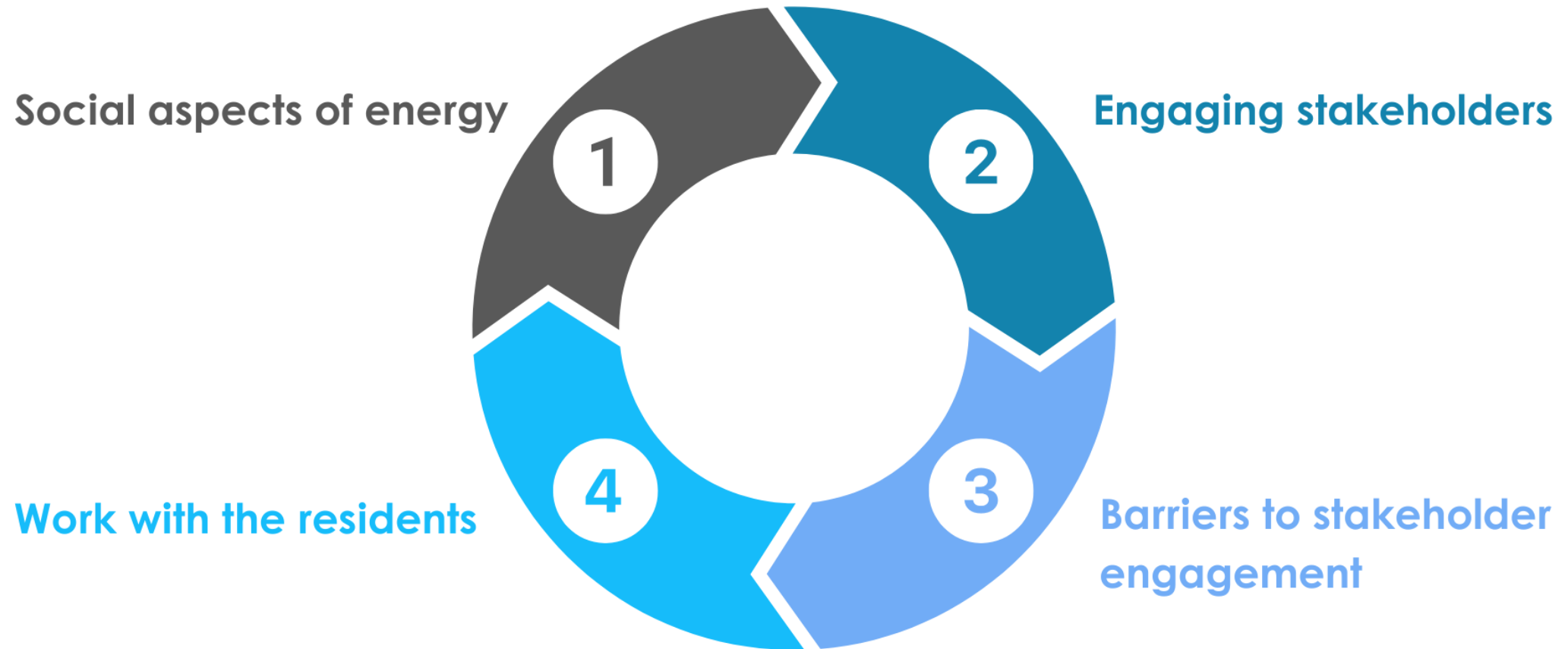


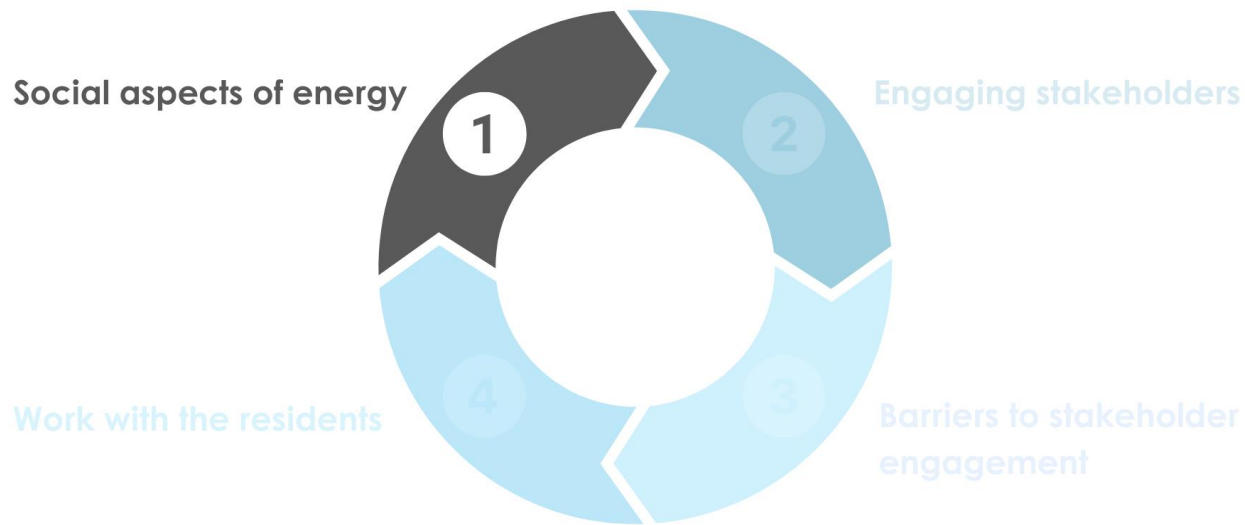
## The Learning Cycle: CHANGE BEHAVIOR



- Methodology: focus on **learning by doing**, solving concrete challenges
- Supporting own skillset to **navigate behavior change**
- Repetition
- Practice
- Train your experts

# Training Structure: Modular Approach

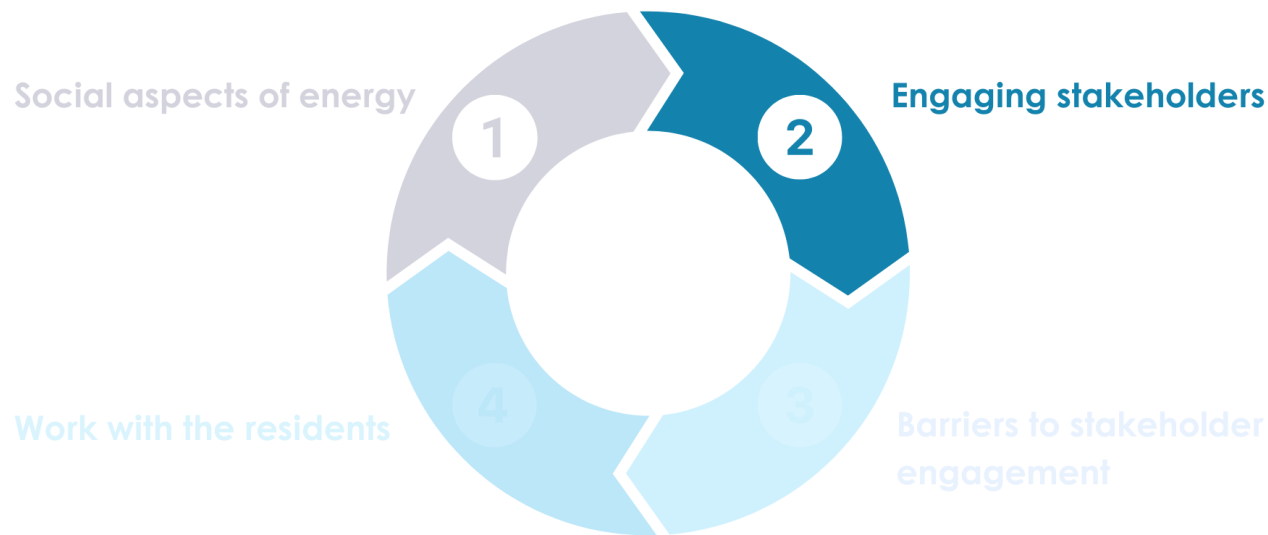




## 1

### Social aspects of energy

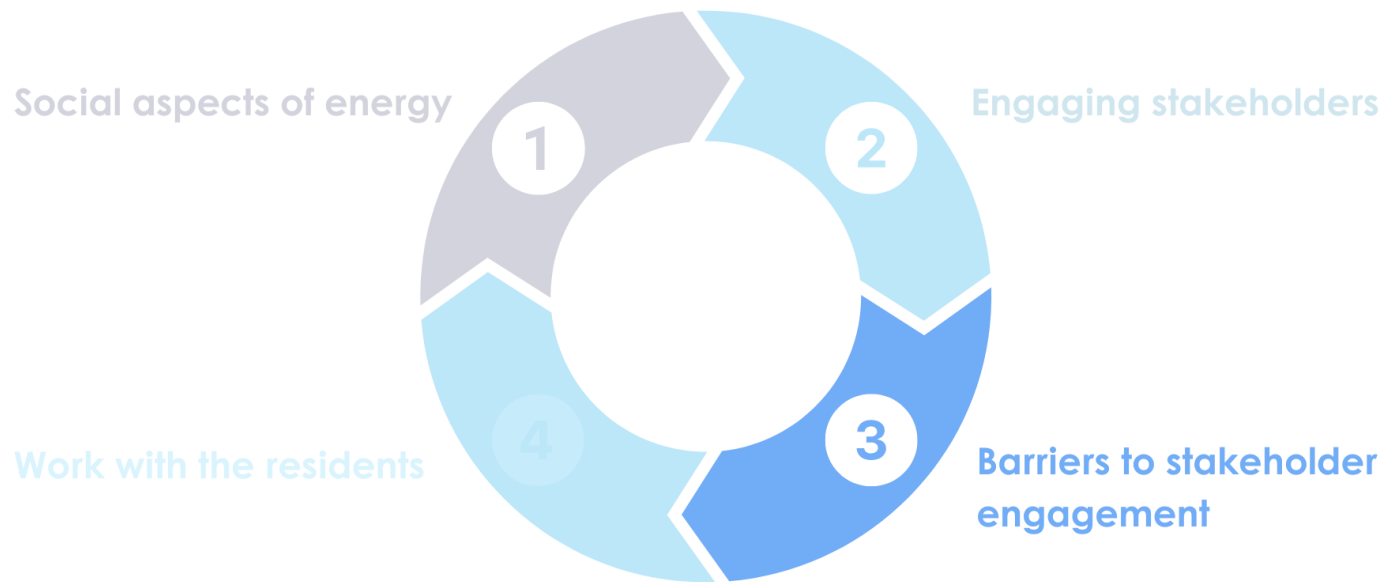
- Drivers of Energy Poverty
- Social expertise and Energy
- Energy Behaviors
- Culture and Energy Cultures



## 2

### Engaging stakeholders

- Barriers for Building Renovation
- Understanding the Energy Poor - Persona
- Co-creation and co-design methods
- Stakeholder Mapping
- Engagement Strategy

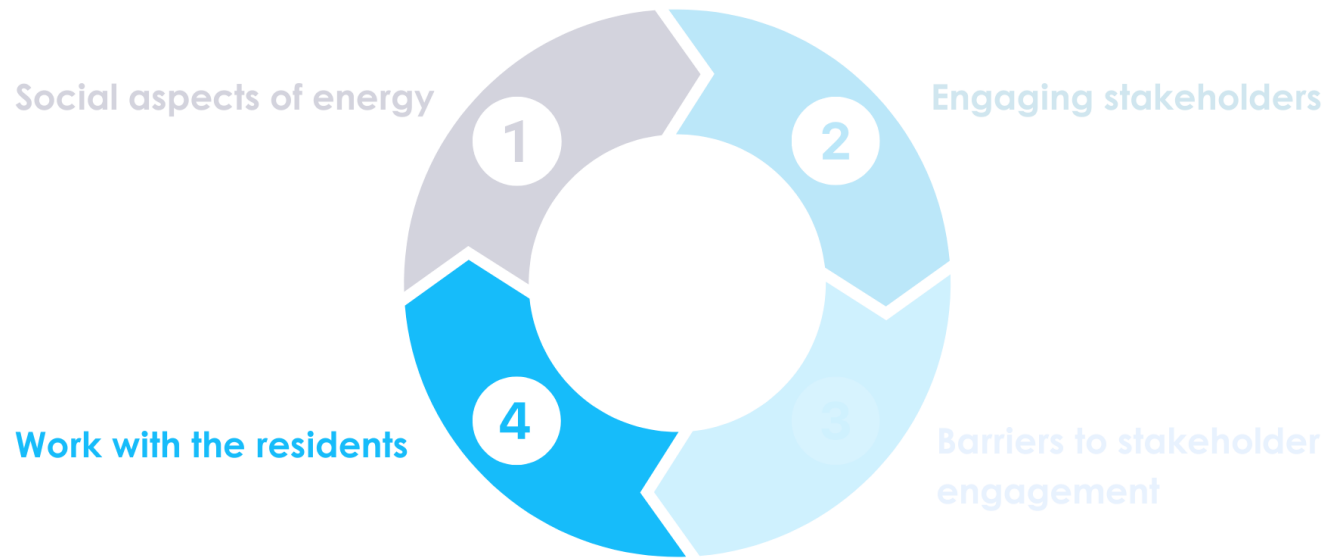


3

## Barriers to stakeholder engagement

- Asymmetric Information
- Biases and Scepticism
- Funding Renovation





4

## Work with the residents

- Non-violent Communication
- Active Listening
- One Stop-Shops

- PPT and supporting handout



- PPT and supporting handout
- Additional materials, presentation and links related to each module



- PPT and supporting handout
- Additional materials, presentation and links related to each module
- Materials and instructions for simulation games used during the training







**CLIMATE  
ALLIANCE**

**stands behind this climate action because it is linked to three of its principles:**



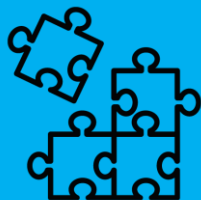
### **FAIR**

Home renovation to a better energy efficiency grade is a climate action and as such must be just. It should promote the wellbeing of all the world's peoples, regardless of culture, beliefs, gender, location, or socio-economic status, in harmony with the natural world.



### **RESOURCE-SAVING**

Energy efficient home renovations must lead to the use of fewer resources, not use more of them. This means a focus on both resource efficiency (doing more with less) and resource conservation (using less to begin with).



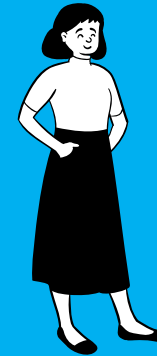
### **DIVERSE**

There is strength in diversity. Each town, city and district is unique, former Soviet-era buildings house in many regions a variety of home-owners and tenants. Making optimal use of the differences means that individual renovation solutions and their implementation will vary from place to place. There is no one size fits all answer.

# Get in touch:



<https://ceesen.org/en/about-ceesen/ceesen-bender/>



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**Any questions?**





**Co-funded by  
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