



Course Catalogue

Learning and
Development



**Team
Training**



Westminster
Insight



We provide team training....

Westminster Insight provides bespoke training at a time and place to suit you and your organisation's needs.

All our courses can be provided online, at your place of work or a venue of your choice. Additionally, we can tailor or create a course to suit the exact needs of your organisation. We will discuss the learning outcomes with you and tailor the training to the needs of your organisation. In-house team training is a highly flexible and cost-effective solution to your team's learning and development requirements.

Our training coordinators will arrange pre-course meetings with the trainer to ensure that the in-house training meets your needs. You will have the chance to provide case studies and examples you wish to work through as part of the training. We oversee the smooth training delivery and provide a post-course evaluation.

Benefits of in-house team training:

Flexible – Schedule a course date and times that work best for you and your teams. Upskill your teams immediately as training needs arise. Choose from in-person or online and bring your teams together to learn in an interactive, friendly environment.

Cost-effective – Train groups of individuals working in the same organisation without incurring travel or accommodation costs.

Customised Content – Our experienced trainers work with you to ensure that the course content is tailored to meet the needs of your teams and organisation. Benefit from the opportunity to have in-depth discussions about scenarios in your organisation in a confidential forum.

“Good exercises - thought provoking. Felt very inclusive. Enjoyed the group sharing of ideas.”

Caroline Eley, UK Visas & Immigration

Find out more about our tailored training solutions by contacting us at learning@westminsterinsight.com

About Us

For over 10 years, we have been delivering high quality practical training

We provide face-to-face training and interactive online courses on policy topics, as well as skills-based learning on a wide range of themes including marketing and communications, management and leadership, project management, HR and diversity, personal development, finance, customer service, data and technology, public sector, legal and compliance, government and policy, and transformation.

Our mission is to inform and upskill public and private sector professionals to deliver positive, impactful experiences and outcomes for employees, service users and clients.

We are proud to deliver:

- High quality, interactive courses covering a range of business critical topics
- Precise and timely information to help you to meet your legal and regulatory duties
- Accredited course leaders and trainers who are experts in their fields
- CPD certification – meaning the learning value has been scrutinised to ensure integrity and quality
- Practical tips, tools and techniques for you to take back and apply immediately in your organisation





Customer Service Training Courses

Handling Difficult Customers
Handling Suicidal Conversations
Improving Document Accessibility
Mediation for Complaints and Conflict
New to Complaint Handling in the Public Sector
Stage 2 Complaints Investigations
Supporting Vulnerable Customers

Choose from a range of courses to have delivered for your team



Data and Technology Training Courses

Caldicott Guardian Training
FOI Requests and Exemptions
Handling Data Subject Access Requests
Preventing a Cyber Attack
Preventing and Responding to a Data Breach
Records Management



Government and Policy Training Courses

Advanced Policy
Behavioural Insights
Better Regulation
Conduct and Standards in Public Life
Developing Policy
Government Insight
Guide to Legislation
Introduction to Public Affairs and Lobbying
Ministerial Letters
Parliament Insight
Parliamentary Questions
Public Sector Tendering
Understanding Select Committees and Scrutiny



HR and Diversity Training Courses

Advancing Your Diversity and Inclusion (D&I) Strategy
Designing a Successful Diversity and Inclusion (D&I) Strategy
Developing a Menopause Strategy
Equality and Diversity through Cultural Intelligence
Intersectionality at Work
Neurodiversity in the Workplace
Overcoming Imposter Syndrome in the Workplace
Psychological Safety at Work
Social Media for Recruitment
Supporting Lone Workers



Legal and Compliance Training Courses

Advertising Law Essentials
Better Regulation
Data Protection and GDPR
Digital Accessibility in the Public Sector
Guide to Legislation
Preventing and Responding to a Data Breach



Management and Leadership Training Courses

Change Management
Coaching Skills for Managers
Confident Communication for Women in the Workplace
Emotional Intelligence (EQ) for Leaders
Giving and Receiving Feedback
High Performing Teams
Influencing and Negotiation Skills
Line Management Essentials
Line Managers Managing Mental Health
Managing Effective Meetings
Overcoming Imposter Syndrome in the Workplace
Preventing and Responding to a Data Breach
Remote and Hybrid Leadership and Management
Strategic Thinking
Thinking on the Spot

Courses



Marketing and Communication Training Courses

- Communicating Around Major Incidents
- Content Planning for Social Media
- Copywriting
- Crisis Communications
- Digital Accessibility in the Public Sector
- Improving Document Accessibility
- Privacy and Data Protection in Marketing
- Social Media for Your Sector (Public Sector/ Housing/ Charities/ Higher Education)
- Successful Social Media Campaigns
- Writing Effective Press Releases



Personal Development Training Courses

- Accurate Note Taking
- Briefings and Submissions
- Data Presentation
- Effective Written Communication
- Influencing and Negotiation Skills
- Making the Most of Your Memory
- Manging Difficult People and Conflict
- Multitasking and Time Management
- Personal Impact and Confidence at Work
- Preparing and Delivering Confident Presentations
- Producing Business Cases
- Speaking with Clarity and Impact
- Speech Writing and Public Speaking
- Strategic Management
- Strategic Planning
- Strategic Thinking
- Thinking on the Spot
- Writing Successful Bids and Proposals



Project Management Training Courses

- Influencing and Negotiation Skills
- Introduction to Project and Programme Management
- Multi-Tasking and Time Management
- Risk Management
- Strategic Management
- Strategic Planning



Public Sector Training Courses

We also provide a range of sector specific courses, so please get in touch to discuss your training needs on 0345 647 9000 or email learning@westminsterinsight.com



Transformation Training Courses

- Business Process Mapping
- Change Management
- Creative Thinking
- Digital Transformation
- Strategic Management
- Strategic Planning
- Strategic Thinking

Courses

Choose from a range of courses to have delivered for your team

Popular Courses for 2024/25



Thinking on the Spot

"Thinking on the Spot" is designed to help you in situations when you are under pressure to respond without preparation. In such situations, it can be challenging to remain calm and confident and to respond coherently.

At this practical training, you will learn tools and techniques to help you to think under pressure and increase your effectiveness when "put on the spot".

Through a series of exercises and interactive scenarios, you will have the opportunity to practise and be put under pressure to respond. Learn how to assert yourself, control your emotions and avoid strategic decisions in high-pressure situations.



Influencing and Negotiation Skills

Influencing and negotiation skills are linked to work performance, personal development and career success. The ability to influence is vital for leadership, management, policy development, project delivery, and contributing effectively as part of a team.

This practical one-day course will help you gain the self-awareness, confidence and skills to empower yourself and others through effective influencing and negotiation. You will be better able to achieve what you want whilst maintaining a good relationship with others.

Strategic Thinking

This course gives an overview of the essentials of strategic thinking. It covers the core strategic thinking tools that will help you to create a more robust and effective strategy. It addresses the challenges of developing strategy with remote and hybrid teams.



This highly interactive course is designed so you can raise your own particular challenges and make progress on developing a strategy that enables you and your organisation to succeed.

Find out more about our tailored training solutions by contacting us at learning@westminsterinsight.com

Popular Courses for 2024/25

Improving Your Copywriting Skills

Hone your writing skills and take the fear out of copywriting. Learn how to write engaging and high impact messages that audiences want to read. We'll start with the basics and make sure you leave feeling confident and enthusiastic about putting pen to paper; or fingers to keyboard.

Hear best practice for editing copy and learn the basics of Content Marketing and Search Engine Optimisation (SEO) to maximise your reach in digital platforms. Likewise, you will gain tools to stand out in print platforms. You will get tips and tools on how to craft irresistible words about anything and everything, turning your audience's attention into action.

Neurodiversity in the Workplace

This training provides practical advice and guidance for organisations wishing to develop and support a neurodiverse workforce. You will develop a deeper understanding of neurological conditions such as, autism, dyslexia, dyspraxia, dysgraphia, dyscalculia and ADHD. The conditions will be described through a lived experience perspective, and the impact clearly explained.

Improve your confidence to discuss neurodiversity with your employees and unlock the benefits at work. Key topics covered include: ensuring inclusion in recruitment, training line managers to support neurodivergent employees, accessing neurodivergent talent, practical application of legal requirements and reasonable adjustment requests.



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Speaking with Clarity and Impact

Speaking clearly and confidently is a valuable skill. Speaking to an audience can be daunting even for the most experienced professionals. This interactive training is designed to build your confidence, so you can make an impact when speaking in person or online.

When speaking, your body language can greatly affect your delivery and impact, this training will provide you with a range of effective presenting techniques to challenge performance anxiety. Gain tips and tricks to maximise your presence. Learn how to keep calm under pressure and remain confident. Understand the power of structured storytelling in making an impact. Through practical exercises, gain new techniques and confidence to improve your speaking skills.

**It was
wonderful**

Adoni Mosquera,
Government
of Jersey

**I learnt loads and
the materials
provided will be
really useful in
the future.**

Jonathan Ponting,
Environment Agency

**Great presentation
with lots of opportunities
to talk about real life
examples, which made for
a really enjoyable and
informative course.**

Sujatha Satheesababu,
Outward Housing




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Contact us:

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