



Westminster
Insight

COURSE CATALOGUE

In-House Team Training



Bespoke training for your team

We offer CPD-accredited in-house training tailored to the unique needs of your organisation.

Our expert-led courses are designed to deliver measurable outcomes and empower your team with skills that drive professional growth.

Choose from face-to-face or interactive online training on policy topics, as well as skills-based learning on a range of themes including:

- Customer Service
- Data and Technology
- Finance
- Government and Policy
- HR and Diversity
- Legal and Compliance
- Management and Leadership
- Marketing and Communications
- Personal Development
- Project Management
- Public Sector
- Transformation

We are proud to deliver:

- Bespoke content - tailored to the unique needs of your organisation
- Interactive and engaging content - scenarios, simulations, and discussions
- Online delivery - using a platform of your choice
- In-person training - at your own premises
- Accredited trainers - all are experts in their fields
- CPD certification - to ensure integrity and quality



Enquire

0345 647 9000

learning@westminsterinsight.com

Training on your terms

Westminster Insight provides bespoke training at a time and place to suit you and your organisation's needs. Enjoy all of the benefits of in-house training for your team, including:



Flexibility

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. All our courses can be provided online, at your place of work or a venue of your choice.



Cost-effective

In-house team training is a cost-effective solution to your team's learning and development requirements. Train groups of individuals working in the same organisation without incurring travel or accommodation costs.



Customised content

Our experienced trainers and training coordinators work with you to ensure that course content will 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. 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.

Find out more about our tailored training solutions by contacting us on 0345 647 9000 or email learning@westminsterinsight.com

Courses



Customer Service Training Courses

Customer Service Root Cause Analysis
Effective Complaint Handling
Handling Difficult Customers
Handling Suicidal Conversations
Improving Document Accessibility
Managing Noise Complaints
Mediation for Complaints and Conflict
Stage 1 Complaint Handling
Stage 2 Complaints Investigations
Supporting Vulnerable Customers



Data and Technology Training Courses

Caldicott Guardian
Data Protection Complaints
Data Protection Essentials
FOI Requests and Exemptions
Handling Data Subject Access Requests
International Data Transfers
Preventing and Responding to a Cyber Attack
Preventing and Responding to a Data Breach
Records Management

Can't find the course you are looking for? Contact us to discuss your training needs on 0345 647 9000 or email learning@westminsterinsight.com

Government and Policy Training Courses

Advanced Policy

Behavioural Insights

Better Regulation

Conduct and Standards in Public Life

Developing Policy

Embedding Social Value in Procurement

Essential Writing Skills for Civil Servants

Introduction to Public Affairs and Lobbying

Ministerial Letters

Parliamentary Questions

Public Sector Tendering

UK Parliament and Legislation

Understanding Select Committees and Scrutiny





HR Training Courses

Absence Management
Change Management
Coping and Supporting Bereavement
Effective Whistleblowing Procedures
Managing Grievances
Planning for Retirement
Preventing Sexual Harassment
Professional Boundaries
Psychological Safety at Work
Responding to Male Suicide Risk
Social Media for Recruitment
Supporting Lone Workers
Supporting Wellbeing During Uncertainty and Change



"Working with the team has been an absolute pleasure!"

The level of service and attention to detail truly exceeded our expectations."

**Yolandi Nell
ITH Pharma**

Diversity and Inclusion Training Courses

Anti-Racism in the Workplace
Developing a Menopause Strategy and Action Plans
Equality and Diversity through Cultural Intelligence
Implementing a Successful Diversity and Inclusion Strategy
Intersectionality at Work
Neurodiversity in the Workplace
Overcoming Imposter Syndrome
Tackling Bullying, Harassment and Discrimination

Legal and Compliance Training Courses

Advertising Law Essentials
Better Regulation
Corporate Governance and Risk Management
Charity Governance Essentials
Data Protection and GDPR
Digital Accessibility in the Public Sector
Duties of an Executive Director
Duties of a Non-Executive Director
Fundraising Code of Practice
Guide to Legislation
Preventing and Responding to a Data Breach



“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**



Find out more about our tailored training solutions by contacting us on 0345 647 9000 or email learning@westminsterinsight.com



Management Training Courses

AI Powered Strategy
Change Management
Coaching, Mentoring and Feedback Skills
Confident Communication
Giving and Receiving Feedback
Handling Difficult People and Conflict
Handling Suicidal Conversations
High Performing Teams
Influencing and Negotiation Skills
Line Management Essentials
Line Managers Managing Mental Health
Managing Effective Meetings
Managing Grievances in the Workplace
Overcoming Imposter Syndrome
Remote and Hybrid Leadership and Management
Strategic Thinking
Thinking on the Spot

Leadership Training Courses

Duties of an Executive Director
Duties of a Non-Executive Director
Emotional Intelligence (EQ) for Leaders
Introduction to AI for Business Leaders
Leadership Skills
Personal Effectiveness for Managers and Leaders
Preventing and Responding to a Data Breach
Remote and Hybrid Leadership and Management
Women in Leadership



Find out more about our tailored training solutions by contacting us on 0345 647 9000 or email learning@westminsterinsight.com

Marketing and Communications Training Courses



AI Enabled Content Marketing
AI Supercharged Marketing Strategy
Communicating around Major Incidents
Content Planning for Social Media
Crisis Communications
Digital Accessibility in the Public Sector
Improving Document Accessibility
Improving Your Copywriting Skills
Instagram for the Public Sector
Paid Social Media Marketing
Privacy and Data Protection in Marketing
PR Strategy
Social Media for Your Sector (Public Sector/ Housing/Charities/ Higher Education)
Successful Social Media Campaigns
Video Content Creation for Social Media
Writing Effective Press Releases



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

Caroline Eley
UK Visas & Immigration



Personal Development Training Courses

Advanced Note Taking
Briefings and Submissions
Creative Thinking
Conducting Difficult Conversations
Confidence and Assertiveness for Women
Confident Communication
Data Visualisation
Effective Report and Business Writing
Effective Written Communication
Handling Difficult People and Conflict
Influencing and Negotiation Skills
Introduction to Business Process Mapping
Introduction to Contract Research
Making the Most of Your Memory



Microsoft Copilot for the Workplace
Multi-Tasking and Time Management
Personal Impact and Confidence at Work
Practical Tools and Ethical Use of AI
Preparing and Delivering Confident Presentations
Producing Business Cases
Speaking with Clarity and Impact
Speech Writing and Public Speaking
Stress Management and Resilience
Thinking on the Spot
Writing Successful Bids and Grant Applications

**“Fantastic course.
Found it so, so helpful,
and excited to take
forward some of the
skills I have learnt.”**

**Tiffany Robcraft
Guys and St Thomas'
NHS Foundation Trust**

Project Management Training Courses

AI Strategic Planning
Embedding Social Value in Procurement
Influencing and Negotiation Skills
Integrating AI into Project Management
Introduction to Business Process Mapping
Introduction to Project and Programme Management
Multi-Tasking and Time Management
Risk Management
Strategic Management
Strategic Planning
Strategic Thinking



Transformation Training Courses

Business Process Mapping
Change Management
Creative Thinking
Digital Transformation
Introduction to AI for Business Leaders
Microsoft Copilot for the Workplace
Practical Tools and Ethical Use of AI



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

Compliance and assurance

Understanding and expertise working with the public and private sector

For over 10 years, we have been delivering high-quality, practical in-house team training that empowers leaders and teams to perform at their best and make a positive impact.

Transparent and well-structured pricing

We are committed to offering high quality training at prices that reflect the value of our work. As a trusted supplier to the public and private sector, we adhere to all necessary procurement and compliance standards.

CONTINUING PROFESSIONAL DEVELOPMENT

Our learning activities (events, seminars and training) have met the required Continuing Professional Development standards and benchmarks.

EQUALITY DIVERSITY AND INCLUSION

We are committed to encouraging equality, diversity and inclusion among our workforce. We oppose all forms of unlawful discrimination of employees, customers, speakers, and suppliers.

ANTI-CORRUPTION AND FRAUD PREVENTION

We comply with the Bribery Act 2010 and anti-money laundering regulations, implementing measures to prevent corruption and fraud.

SUPPLY CHAIN SECURITY

We understand and minimise the risk of modern slavery and human trafficking across our operations and suppliers, in line with the Modern Slavery Act.

A trusted partner

Our training courses are delivered at a consistently high standard. You can rely on us to meet your specific learning needs. Our courses include practical, relevant and inspiring content. We pride ourselves on our professional processes that ensure smooth running of courses that meet and exceed delegate expectations.

Read our policies in full at www.westminsterinsight.com/compliance

ICO REGISTRATION AND DATA PROTECTION COMPLIANCE

We are registered with the Information Commissioner's Office and fully comply with UK GDPR and data protection policies.

HEALTH AND SAFETY COMPLIANCE

We are fully compliant with health and safety regulations and are dedicated to fostering a safe working environment and supporting the well-being of our employees.

PUTTING PEOPLE AND CUSTOMERS FIRST

We take a 'customer-first' approach and are corporate members of the Data and Marketing Association.

PUBLIC LIABILITY INSURANCE

We hold comprehensive public liability insurance, ensuring peace of mind when engaging our services.



"Excellent course, lots of good discussion points, ran extremely smoothly and on time - well done to all involved."

**Jane Millar
Blackadders LLP**

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

**Jonathan Ponting
Environment Agency**

"It was wonderful!"

**Adoni Mosquera
Government of
Jersey**



Contact us:
T: 0345647 9000
E: learning@westminsterinsight.com
www.westminsterinsight.com

Westminster Insight is a division of
The Knowledge Exchange Group Ltd (08808447)



CPD
MEMBER
The CPD Certification
Service