



Westminster
Insight

COURSE CATALOGUE

Open Courses



Courses by sector



Customer Service Training Courses

Customer Service Root Cause Analysis - Tue 9 Jun
Essential Complaint Handling - Wed 8 Jul
Stage 2 Complaints Investigations - Thu 6 Aug
Supporting Vulnerable Customers - Wed 12 Aug
Stage 1 Complaint Handling - Tue 22 Sep
Handling Difficult Customers - Wed 21 Oct



Data and Technology Training Courses

Data Protection Impact Assessments - Thu 25 Jun
Freedom of Information (FOI) Requests and Exemptions
- Wed 22 Jul
AI Governance in the Workplace - Tue 25 Aug
Data Protection Essentials - Wed 9 Sep
Data Visualisation - Wed 16 Sep
Microsoft Copilot for the Workplace - Tue 29 Sep



Education and Children Training Courses

Neurodiversity in Higher Education - Tue 7 Jul

Book online at [westminsterinsight.com](https://www.westminsterinsight.com)

Prices start at £299 per delegate place. Group discounts available.





HR, Diversity and Inclusion Training Courses

Preventing Sexual Harassment in the Workplace - Fri 12 Jun
Neurodiversity in Higher Education - Tue 7 Jul
Recruiting Neurodivergent Talent - Mon 14 Sep



Health and Social Care Training Courses

Managing a Domestic Abuse Related Death Review - Thu 16 Jul
Falls Prevention - Thu 23 Jul
Handling Patient Complaints - Tue 13 Oct
Caldicott Guardian - Tue 20 Oct



Housing Training Courses

Fire Safety for Accountable Persons - Tue 30 Jun
Managing Noise Complaints - Thu 20 Aug
Social Tenant Access to Information Requirements (STAIRS) - Wed
26 Aug
Temporary Accommodation - Tue 8 Sep
Managing ASB Cases in Housing - Wed 14 Oct



**Contact us on 0345 647 9000
or email learning@westminsterinsight.com**



Management Training Courses

Strategic Planning - Tue 16 Jun

AI for Business Leaders - Thu 25 Jun

Influencing and Negotiation - Tue 7 Jul

Conducting Difficult Conversations - Thu 30 Jul

Handling Difficult People and Conflict - Thu 10 Sep

Conducting Effective Meetings - Thu 8 Oct



Marketing and Communications Training Courses

AI Enabled Content Marketing - Tue 23 Jun

Improving Your Copywriting Skills - Wed 15 Jul

Video Content for Social Media - Wed 15 Jul

Social Media for Recruitment - Fri 7 Aug

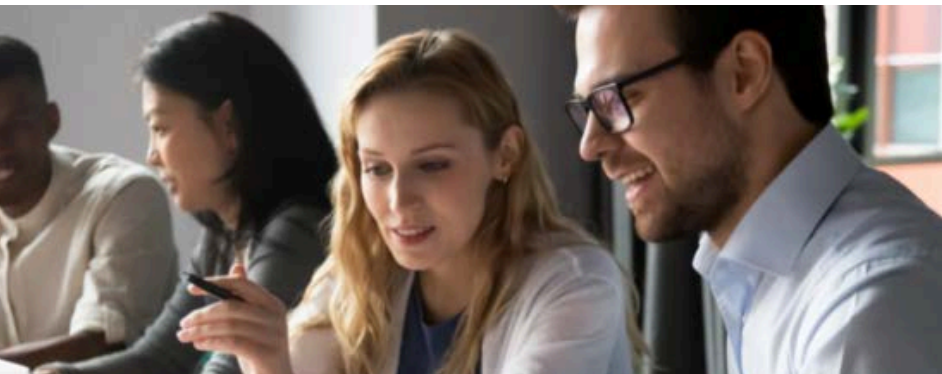
Charity Marketing Strategy - Wed 12 Aug

Content Planning for Social Media - Thu 13 Aug

Crisis Communications - Thu 24 Sep

Social Media for the Public Sector - Wed 30 Sep

Writing Effective Press Releases - Thu 15 Oct



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Personal Development Training Courses

Confidence and Assertiveness for Women in the Workplace -
Thu 18 Jun

Effective Report and Business Writing - Tue 14 Jul

Advanced Note Taking - Thu 23 Jul

Planning for Retirement - Wed 19 Aug

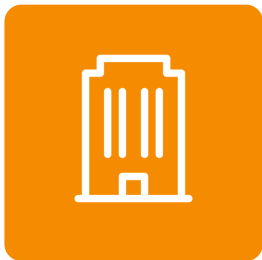
Thinking on the Spot - Thu 17 Sep

Project Management Training Courses

Introduction to Project and Programme Management - Thu 11 Jun

Integrating AI into Project Management - Tue 21 Jul

Introduction to Business Process Mapping - Wed 30 Sep



Public Sector Training Courses

Introduction to Public Affairs and Lobbying - Wed 10 Jun

Fire Safety for Accountable Persons - Tue 30 Jun

Charity Governance Essentials - Tue 21 Jul

UK Parliament and Legislation - Thu 16 Jul

Managing a Domestic Abuse Related Death Review - Thu 16
Jul

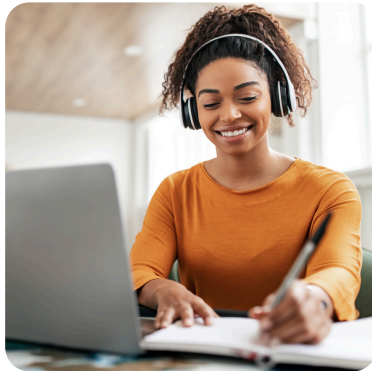
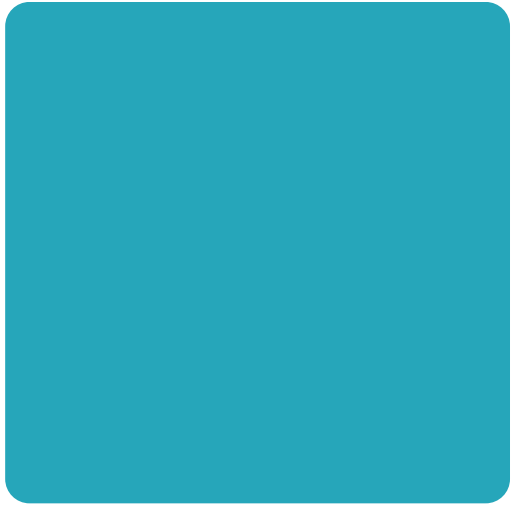
Social Media for the Public Sector - Wed 30 Sep

Better Regulation - Thu 22 Oct

Developing Policy - Thu 5 Nov

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Contact us:
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