



Westminster
Insight

COURSE CATALOGUE

Open Courses

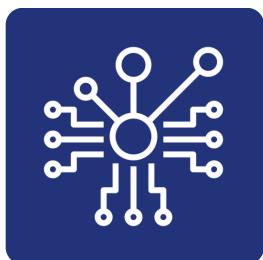


Courses by sector



Customer Service Training Courses

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

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 Protection for Charities - Thu 10 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

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





HR, Diversity and Inclusion

Training Courses

Neurodiversity in Higher Education - Tue 7 Jul

Social Media for Recruitment - Fri 7 Aug

Confidence and Assertiveness for Women in the Workplace - Thu 20 Aug

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

Managing Noise Complaints - Thu 27 Aug

Social Tenant Access to Information Requirements (STAIRS) - Wed 26 Aug

Temporary Accommodation - Tue 8 Sep

ASB Case Reviews - Wed 16 Sep

Managing ASB Cases in Housing - Wed 14 Oct



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



Management Training Courses

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

Duties of a Non-Executive Director (NED) - Tue 20 Oct



Marketing and Communications Training Courses

Improving Your Copywriting Skills - Wed 15 Jul

Video Content for Social Media - Wed 15 Jul

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



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

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



Personal Development Training Courses

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 - Wed 21 Oct

Integrating AI into Project Management - Tue 21 Jul

Introduction to Business Process Mapping - Wed 30 Sep



Public Sector Training Courses

Charity Governance Essentials - Tue 21 Jul

UK Parliament and Legislation - Thu 16 Jul

Managing a Domestic Abuse Related Death Review - Thu 16 Jul

ASB Case Reviews - Wed 16 Sep

Social Media for the Public Sector - Wed 30 Sep

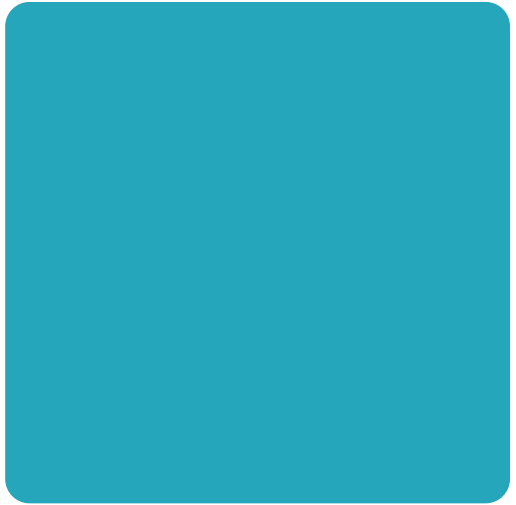
Better Regulation - Thu 22 Oct

Fundraising Code of Practice - Thu 22 Oct

Developing Policy - Thu 5 Nov

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





Contact us:
T: 0345 647 9000
E: learning@westminsterinsight.com
www.westminsterinsight.com

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

