

COURSE CATALOGUE

Open Courses



Courses by sector



Customer Service Training Courses

Stage 1 Complaint Handling - Tue 22 Sep
Handling Difficult Customers - Wed 21 Oct
Handling Suicidal Conversations - Thu 19 Nov
Stage 2 Complaints Investigations - Thu 26 Nov
Customer Service Root Cause Analysis - Tue 1 Dec



Data and Technology Training Courses

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
Data Protection Complaints - Thu 8 Oct
Introduction to Generative Engine Optimisation (GEO) - Tue 17 Nov
AI for Communications Professionals - Wed 18 Nov
Preventing and Responding to a Data Breach - Wed 18 Nov
Data Protection in Recruitment and Selection - Wed 25 Nov
Handling Data Subject Access Requests - Thu 26 Nov
Data Protection Impact Assessments - Thu 3 Dec
Freedom of Information Requests and Exemptions - Mon 7 Dec
Essential AI for the Workplace - Tue 8 Dec
Handling AI-Generated Complaints - Wed 9 Dec



Book online at westminsterinsight.com

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



Education and Children Training Courses

Developing an Inclusion Strategy for your School - Thu 5 Nov



HR, Diversity and Inclusion Training Courses

Recruiting Neurodivergent Talent - Mon 14 Sep

Tackling Male Suicide in the Workplace - Fri 16 Oct

Tackling Misogyny in Schools - Wed 2 Dec



Health and Social Care Training Courses

Handling Patient Complaints - Tue 13 Oct

Caldicott Guardian - Tue 20 Oct



Housing Training Courses

Temporary Accommodation - Tue 8 Sep

ASB Case Reviews - Wed 16 Sep

Managing ASB Cases in Housing - Wed 14 Oct

Tackling Tenancy Fraud - Tue 24 Nov



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Management Training Courses

Handling Difficult People and Conflict - Thu 10 Sep

Conducting Effective Meetings - Thu 8 Oct

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

Strategic Thinking - Wed 25 Nov



Marketing and Communications Training Courses

Crisis Communications - Thu 24 Sep

Social Media for the Public Sector - Wed 30 Sep

Writing Effective Press Releases - Thu 15 Oct

Video Content for Social Media - Fri 23 Oct

Social Media for Recruitment - Wed 2 Dec

Instagram for Public Sector Communications - Fri 4 Dec



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Personal Development Training Courses

Thinking on the Spot - Thu 17 Sep

Essential Writing Skills for Civil Servants - Tue 24 Nov

Project Management Training Courses

Introduction to Business Process Mapping - Wed 30 Sept



Public Sector Training Courses

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

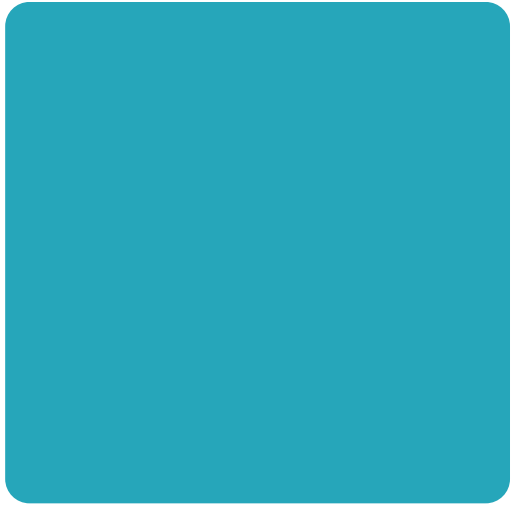
Managing a Domestic Abuse Related Death Review - Wed
11 Nov

Public Affairs and Lobbying - Tue 1 Dec

Charity Governance Essentials - Thu 3 Dec

Instagram for Public Sector Communications - Fri 4 Dec





Contact us:
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