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AI Essentials

➤ AI Reality Check

Understand what AI actually delivers vs hype.

Target Audience: Senior Leaders, Budget Holders

➤ Using Microsoft Co-Pilot for Effective AI

Use AI to support technical work safely and effectively.

Target Audience: Technical Teams, Digital, Analysts

➤ AI Governance and Responsible AI

Manage risks like bias, privacy, and governance.

Target Audience: Leaders, Policy, Compliance

➤ Build the Business Case for AI

Turn ideas into clear ROI and measurable outcomes.

Target Audience: Managers, Strategy, Transformation

Our Trainers:



Niresh Rajah



Georgiana Marsic

➤ Fixing Broken Processes with AI

Improve workflows and remove bottlenecks using AI.

Target Audience: Operations, Programme Managers

➤ From Pilot to Scale

Successfully roll out AI across the organisation.

Target Audience: Senior Leaders, Transformation Teams

➤ AI & Public Trust

Understand how AI decisions impact citizens and how to maintain trust, transparency and fairness.

Target Audience: Senior Leaders, Policy, Communications

Communications

➤ When the Message Isn't Landing

For teams whose updates, campaigns or internal messages are being ignored, misunderstood or bounced around. Audience: managers, comms leads, project leads and team members who brief stakeholders.

➤ Talking to Busy Stakeholders

For situations where people need to get attention quickly, especially from senior colleagues, partners or decision-makers. Audience: managers, policy leads, project leads and comms staff.

➤ Writing for Humans, Not Just Approval Chains

For people whose drafts get over-complicated, over-edited or lost in layers of approval. Audience: comms teams, policy writers, managers and business support staff.

➤ Saying the Same Thing in Different Ways

For teams that need to adapt one message for staff, leaders, partners and the public. Audience: comms professionals, managers, policy teams and engagement staff.

➤ Talking So People Actually Respond

For internal engagement, consultation, staff updates or public-facing communication that needs action, not silence. Audience: comms teams, engagement leads, managers and service leads.

➤ Difficult Conversations Without Damage

For people who need to say something hard without triggering conflict, defensiveness or silence. Audience: managers, team leads, HR and project managers.

➤ Handling Bad News Well

For moments when the news is disappointing, delayed or politically sensitive but must still be communicated clearly. Audience: managers, service leads, comms professionals and programme teams.

➤ Managing Comms When Everyone Wants a Say

For situations where too many voices, late changes or competing priorities slow down communication. Audience: project leads, managers, programme teams and comms leads.

➤ Communicating Change Without Causing Panic

For teams leading reorganisations, new processes or policy shifts. Audience: change leads, managers, HR, project teams and comms staff.

➤ Speaking Up with Confidence in Meetings

For people who have good ideas but struggle to express them clearly in group settings. Audience: all staff, new managers, aspiring leaders and comms professionals.

➤ **Say It in One Page: The Art of Radical Brevity**

Crafting a concise, persuasive communications for busy decision-makers.

➤ **Nine Steps to Dealing with Difficult Correspondence**

Equipping participants with a structured approach to responding professionally and confidently to challenging emails, letters, and stakeholder communications.

➤ **Effective Summarisation: Preparing Information for AI**

Helping participants quickly identify, summarise, and structure complex information before using AI tools, ensuring better prompts and more accurate outputs.

Our Trainers:



Matt Greenough



Sue Calthorpe

Data & Digital

➤ **Turn Data into Decisions – Build a One-Slide Dashboard**

Helping leaders turn complex reports into simple, decision-ready dashboards that make key insights easier to understand and act on.

➤ **Data for Influence: Build Compelling Cases That Drive Innovation**

Helping leaders use data to create persuasive business cases, funding bids and pitches that support innovation and influence decisions.

➤ **Data-Driven Decision Making for Public Services**

Giving public sector leaders practical steps to use data from design to delivery without becoming overwhelmed by dashboards.

Our Trainer:



Andrea Daniels

Equality, Diversity & Inclusion

➤ **Conscious Inclusion**

Building everyday inclusive behaviours.

➤ **Imperfect Leadership**

Human-centred leadership.

➤ **Pride, Inclusion & Everyday Practice**

Allyship and inclusive culture in the workplace.

➤ **Disability & Accessibility Awareness**

Creating accessible environments.

➤ **Business Case for EDI**

Linking inclusion to performance.

➤ **Leading with Empathy & Equity**

Embedding equitable leadership.

Our Trainer:



Ian Rose

Leadership & Management

➤ **Prioritisation Under Pressure: Focus, Not Frenzy**

Helping leaders maintain focus when faced with competing demands by using a clear prioritisation approach to identify the highest-impact work.

➤ **Personal Performance: Leading Yourself to Lead Others**

Developing leaders' self-management, clarity, time discipline and personal accountability as the foundation for leading others effectively.

➤ **Translate Strategy into Measurable Objectives**

Showing leaders how to turn strategic aims into clear, measurable objectives with ownership, timelines, measures and risk considerations.

➤ **Building High-Performing Teams**

Supporting leaders to strengthen team structures, accountability, meeting rhythms and behaviours that drive delivery and sustained performance.

➤ **Leading Strategically in an AI World: A Primer for Non-Digital Leaders**

Helping non-digital leaders respond to technological change with clarity, curiosity, compassion and strategic confidence.

Leadership & Management: Performance Management Essentials

➤ **Module 1 – Setting Strong Objectives: Laying the Foundations for Success (Manager Masterclass)**

Supporting managers to set clear, motivating objectives that align individual performance with organisational priorities and establish expectations for success.

➤ **Module 2 – Performance Conversations That Make a Difference (Manager Masterclass)**

Developing managers' confidence in holding constructive, supportive and effective mid-year and end-of-year performance conversations.

➤ **Module 3 – Getting Ready for Your Performance Review (Staff Masterclass)**

Helping staff prepare for performance reviews by reflecting on achievements, gathering evidence and identifying future development opportunities.

Our Trainer:



Niran Mothada

Personal Development

➤ The Full Charge: Energy Pacing for High-Stakes Days

Learning how to work with your energy, not against it - so you can show up fully, even when the stakes are high.

Personal Development: Reset Programme

➤ Rest & Recharge

Sustained pressure can lead to burnout and low energy.

➤ Finishing Strong

Without structure, individuals can end up rushing and feeling overwhelmed.

➤ Inbox Reset

Heavy communication loads can create mental clutter and distraction.

➤ Personal/Team Reboot

Regular reflection helps individuals stay grounded and self-aware.

➤ Reset & Refocus

Mental and practical clutter can reduce clarity and motivation.

➤ Connection & Confidence

Positive relationships improve confidence and day-to-day wellbeing.

➤ The First-Hour Advantage: Own Your Start, Own Your Day

Transitioning from reactive to proactive working habits at the start of each workday.

➤ Digital Boundaries

Constant connectivity can make it hard to switch off and think clearly.

➤ The Power of No

Overcommitting often leads to stress and loss of control over workload.

➤ Inclusive Working

Feeling excluded or disconnected impacts confidence and wellbeing.

➤ Focus & Prioritisation

Without clarity, it's easy to feel busy but not productive.

➤ Balancing Priorities

Competing demands can leave individuals feeling stretched and reactive.

➤ Purpose & Direction

Without clarity, it's easy to feel stuck or unfocused.

Personal Development: Confidence Toolkit Series

- **Speaking Up Early: Raising Concerns Before Problems Escalate**
Transitioning from reactive to proactive working habits at the start of each workday.
- **Speaking Up When the Stakes Are High: Confidence Under Fire**
Building confidence to communicate effectively in challenging situations.

Our Trainers:



Lucy Cox



Mel Owers