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Training Prospectus
2026

civilservicecollege.org.uk

**25 Queen Anne's Gate,
St James's Park,
London SW1H 9BU**

"Strengthening people who strengthen the public sector."

Foreword

2026 is shaping up to be a very exciting year for the Civil Service and wider public sector as the Government moves into mid-term and the focus on delivery and results becomes ever more intense.

The *Plan for Change* strategic framework, built around the Government's Five National Missions, will see the set up of new structures such as Mission Boards and a Mission Delivery Unit, as well as a "test and learn" governance approach which will encourage new approaches to policymaking, recruitment and a renewed attempt to break down silos and encourage greater departmental collaboration.

Two years into a new administration, reform is no longer about setting ambitions but about turning commitments into tangible outcomes. Departments and public bodies are being asked to deliver more, faster, and with fewer resources, while also meeting the rising expectations of Ministers, Parliament, and the public.

Civil Servants remain at the heart of this change. The Places for Growth programme continues to reshape the Civil Service, with thousands of roles being relocated outside London to bring decision-making closer to communities. At the same time, the Civil Service People Plan is placing fresh emphasis on skills development from policy and leadership to digital, data, and AI to build the capability needed for lasting reform. Departments are also implementing stricter performance management and accountability measures, adding further pressure on an already stretched workforce.

Digital transformation is a defining theme of this period. A government trial with 20,000 civil servants has shown that generative AI could save nearly two weeks of work per official each year. Yet opportunities come with risks: outdated IT systems, patchy data, and a shortage of specialist skills all pose barriers to progress. Building digital confidence and leadership across the public sector is now a pressing priority.

The wider workforce faces additional pressures, from recruitment and retention challenges in health and social care to the demands of cross-cutting agendas like Net Zero and climate resilience. These require fresh thinking, adaptability, and stronger collaboration across government and public bodies.

Here at Civil Service College, we are proud to stand alongside the UK public sector as its trusted learning partner. Whether you are an individual looking to develop your career or an organisation seeking to strengthen capability, we warmly welcome you to explore this year's prospectus.

Our new strategy sets a clear direction for the future - moving beyond traditional training delivery to become a true strategic learning partner for government. It focuses on building long-term capability through collaboration, data-driven insights, and a culture of continuous development. We are deepening our expertise in public administration, governance, and leadership while expanding our role as a "thinking partner" co-creating learning solutions that respond to real-world challenges and align with departmental priorities.

Guided by our values of quality, agility, and client focus, we are investing in innovation, strengthening connections with decision-makers, and empowering our people to model the culture of lifelong learning that we promote. This strategy reinforces what makes Civil Service College unique: a forward-looking, trusted partner dedicated to developing the capability, confidence, and resilience that public service demands.

We invite you to explore the pages that follow and discover the range of programmes, advisory services, and learning opportunities available. Whether through bespoke programmes, open courses, or strategic partnerships, our focus remains on building capability, fostering collaboration, and helping to shape a confident, skilled, and future-ready public sector.

Together, we can continue to learn, adapt, and deliver better outcomes for the communities we serve.

We believe that strong public services depend on the people who deliver them.

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Our Journey

Purpose

To be the UK public sector's trusted learning partner - strengthening the skills, confidence, and capability of civil servants and public sector professionals so they can deliver lasting impact.

The Civil Service College (CSC) brings together the agility of a modern learning provider with the deep expertise and strong connections of the UK government and public sector. While CSC in its current form was established in 2012, it builds on the rich heritage of the original Civil Service College (founded in 1970) and its successor, the UK National School of Government (NSG). CSC also holds the intellectual property of NSG's acclaimed training programmes, preserving decades of public sector learning and development.

Our mission is to enhance public service performance through practical, interactive learning and capacity-building initiatives. We are recognised as a leading provider of bespoke, high-quality training for civil servants and public sector professionals, both in the UK and internationally.

CSC is anchored by a core team of programme directors, many of whom are former senior civil servants, and is supported by a wider network of highly skilled associates. Together, we bring hands-on experience, deep sector knowledge, and extensive networks across public administration, leadership, policy development, financial management, governance, and accountability.

In the UK, CSC is a trusted training partner to a wide range of government departments and public agencies, including the Ministry of Justice, Department for Education, NHS, National Audit Office, Financial Conduct Authority, Greater London Authority and Scottish Government. Our reputation is built on delivering practical learning that drives measurable improvements across the public sector.

Our Values

Impact through Expertise	Partnership not Transaction	Quality without Compromise	Client-Centred and Future-Focused	Learning by Example
We combine deep knowledge of public administration and learning with practical application to deliver measurable results.	We co-create with clients, building trusted, long-term relationships rather than providing one-off interventions.	We uphold the highest standards, using evidence, data, and feedback to ensure continuous improvement in everything we deliver.	We listen to public sector priorities, anticipate emerging challenges, and shape solutions that are relevant today and resilient for tomorrow.	We invest in our people and foster curiosity, modelling the culture of lifelong learning that we champion in the organisations we serve.

Committed to Social Value

Strong social values guide us, and every decision we make is rooted in a commitment to the public good. Rather than generating profit, we reinvest all our resources to create meaningful, measurable impact across the public sector. Our mission is to advance inclusion, equality, and sustainability - not as add-ons, but as core principles that shape everything we do. Through accessible, high-quality learning opportunities, we empower individuals and organisations while ensuring our programmes genuinely reflect the diversity, needs, and aspirations of the communities we serve. This is more than a strategy - it's our purpose.

Three Year Impact at a Glance

5,810
participants trained - reflecting the growing demand for high-quality, practical learning across the UK public sector.

Outstanding satisfaction levels: average rating of 4.6 out of 5 and an overall **92%** satisfaction score from delegates.

Expanding reach: partnerships with **224** new organisations over the past three years

Proven delivery record: more than **1,200** courses delivered

About Us

Who we are

At Civil Service College, we work alongside UK government departments and public bodies as a strategic learning partner. Guided by a strong social purpose, we reinvest our resources into building capability across the public sector, supporting everyone from emerging leaders to senior decision-makers..

How we work

We believe that strong public services depend on the people who deliver them. That's why our approach goes far beyond one-off training interventions. We co-create tailored learning journeys that align with organisational priorities, respond to evolving challenges, and build the skills and confidence required for long-term success.

What we deliver

Our expertise spans public administration, leadership, governance, policy, and a wide range of specialist skills. Every programme is backed by robust data, client feedback, and ongoing evaluation, ensuring our work is evidence-based, relevant, and results-driven.

We also understand that learning happens not only in the classroom but through connection and collaboration. From interactive programmes to peer-to-peer networks, events, and communities of practice, we create spaces where civil servants and public sector professionals can share knowledge, exchange perspectives, and build lasting relationships.

Our impact

Our focus is always on building capability that lasts. We do this by designing bespoke programmes shaped around departmental needs, offering open public courses, strategic advice, or high-level events, by combining thought leadership with practical application, we help the UK public sector to navigate complexity, strengthen organisational resilience, and deliver with excellence.

Meet The Team

Andrea Davis

Christopher Ng

Giselle dos Reis Falcao

Tendai Shoniwa

Deborah Adebola

Eve Gilmour

Swetha Shankar

Fiona Fairbairn

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Our Training Approach

We design our learning and development solutions around the unique needs of each delegate, with a focus on practical, hands-on learning. Every session blends group exercises, interactive discussions, real-world scenarios, and case studies, all delivered by engaging facilitators and expert guest speakers. Delegates are encouraged to tackle challenges drawn from their own organisations, ensuring that the skills and insights gained can be applied immediately in the workplace.

To make every programme as relevant as possible, we invite delegates to complete a short pre-training questionnaire. This helps us understand individual and organisational priorities, enabling our trainers to tailor content so it directly addresses the areas that matter most.

Key Features of Our Methodology

- **Interactive and applied learning:** Every course is designed to be practical, engaging, and focused on real-world application that ensures learning truly sticks.

- **Flexible and adaptable delivery:** Our programmes are tailored to the specific needs of each delegate and organisation, with formats that suit different learning styles and schedules.

- **Commitment to continuous improvement:** We regularly evaluate our courses, trainers, and participant feedback to maintain the highest standards of quality and relevance.

- **Accredited excellence:** Recognised as a trusted training provider by the Institute of Leadership and Management (ILM).

- **Quality assured:** Delivered under our ISO 9001:2015 certified Quality Management System, ensuring consistency and professionalism across all programmes.

Accessible Delivery - Online and In Person

We recognise that every organisation has different learning preferences and practical needs, which is why our programmes are available through a range of flexible delivery options:

- **In-person delivery:** Our experienced trainers lead interactive programmes at your premises or a chosen venue, creating space for collaboration, discussion, and hands-on learning.

- **Online delivery:** High-quality digital training and coaching sessions that are fully interactive, engaging and accessible from anywhere. Learning formats can range from interactive webinars to short one-day courses or extended programmes delivered over several weeks or months.

- **Flexibility that works:** Both formats are designed to fit around busy schedules. Learning can be planned around work, family, and other commitments, making professional development more inclusive, achievable, and impactful.

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Open Programmes

Our Open Programmes are scheduled throughout the year on set dates, offered both in person at our vibrant London venue near St James's Park and online through our interactive digital platform. These ready-to-go courses are ideal for individuals who want to connect, collaborate, and learn alongside peers from a wide range of organisations. Delegates benefit from shared experiences, fresh perspectives, and practical insights they can immediately apply in their roles.

Whether joining us in London or online, participants enjoy structured sessions designed to be immersive, interactive, and inspiring. In-person programmes provide the added value of stepping away from daily distractions, while online courses offer flexibility and convenience without compromising on quality or engagement.

In-House Training

If travelling to London isn't convenient, our In-House Training brings development directly to you - either in person or online. Delivered on-site at your premises or virtually through our live learning platform, this option allows teams to access high-quality training without the disruption of travel, saving both time and cost.

Off-the-shelf Courses

In-house training is an ideal way to deliver our off-the-shelf courses to groups within your organisation. These ready-to-go programmes cover a wide range of public sector topics and can be delivered exactly as designed or adapted to reflect your organisation's context. This ensures your teams receive relevant, engaging, and immediately applicable learning that fits your operational needs.

Our experienced trainers bring deep public sector expertise into your workplace, creating an interactive environment where colleagues can learn together, share experiences, and explore practical solutions. This shared approach reinforces key learning and supports a stronger sense of collaboration across teams.

In-house training offers a flexible, accessible, and cost-effective way to upskill staff at scale - delivering consistent learning and development where it will have the greatest impact.

Bespoke Solutions

In today's fast-changing environment, the ability to upskill and adapt has never been more important. Civil servants and public sector professionals need learning that keeps pace with change, aligns with strategic priorities, and delivers measurable impact. Our Bespoke Solutions service offers a fully tailored approach. We start by working closely with you to understand your organisation's goals, challenges, and culture. From there, we design a custom learning experience built entirely around your needs - whether that's developing leadership capability, strengthening governance, improving policy design, or building specialist expertise.

We only design and deliver in areas where we have deep subject-matter expertise, drawing on our extensive network of public sector practitioners and expert trainers. Each programme is unique, focused on real-world application, and designed to deliver results that last.

Ahead of delivery, delegates are invited to complete a short pre-training questionnaire. This helps our trainers refine the content to meet your specific priorities, ensuring every session is relevant, practical, and outcome-driven.

In today's fast-changing environment, the ability to upskill and adapt has never been more important.

Accountability & Governance

Accountability & Governance for Arm's Length Bodies

This course provides a clear understanding of how arm's length bodies (ALBs) operate within the wider framework of government accountability. Participants explore the rationale behind ALBs, current government policy, and the oversight role of sponsoring departments. Through practical examples and real-world case studies, the session helps participants strengthen their grasp of governance principles, fiduciary duties, and the responsibilities of board members and Accounting Officers.

Ideal for both executives and non-executives working in or with ALBs, the course builds confidence in managing public money responsibly and supports effective, transparent relationships between ALBs and their sponsoring departments.

Introduction to Audit & Risk Assurance Committees

This course offers a clear introduction to the purpose, scope, and responsibilities of Audit and Risk Assurance Committees (ARACs) within government and public bodies. Participants explore how ARACs support good governance through oversight of risk management, internal control, and financial reporting. The course also explains the relationships between committees, Accounting Officers, HM Treasury, and the National Audit Office, helping attendees navigate accountability frameworks with confidence.

Designed for both new and experienced committee members, this training strengthens understanding of public sector audit principles and supports effective, well-informed participation in governance and assurance processes.

Public Accountability for New Accounting Officers

This course provides newly appointed or acting Accounting Officers with a clear understanding of their personal responsibilities for the proper management and use of public funds. It explores the principles of regularity, propriety, value for money, and feasibility as set out in Managing Public Money, while explaining the scrutiny role of audit offices and Public Accounts Committees. Participants also gain practical insight into preparing for parliamentary evidence sessions and working effectively with assurance bodies such as Audit and Risk Committees.

By grounding complex governance duties in real-world context, the course helps build confidence in delivering accountable and transparent public leadership.

Chairing Meetings

This course helps participants strengthen the practical and behavioural skills needed to chair meetings with confidence and clarity. It explores how effective chairs shape agendas, guide discussions, and ensure decisions are fair, inclusive, and aligned with organisational goals. Participants learn how to manage conflict, balance differing perspectives, and maintain constructive group dynamics that support sound decision-making.

By focusing on real challenges faced in the public sector, the course equips chairs to run meetings that are purposeful, time-efficient, and outcomes-driven—turning routine discussions into opportunities for stronger governance and collective accountability.

Improving Audit Committee Effectiveness

This course supports Audit and Risk Assurance Committee members in strengthening how their committees operate and influence good governance. Participants explore what makes an audit committee effective—covering relationships with Accounting Officers, auditors, and the NAO; the structure and focus of meetings; and how to build trust and clarity across stakeholders.

Delivered through a collaborative, discussion-based format, the course allows members to share experiences, address challenges, and learn from best practice across the public sector. By the end, participants will be better equipped to enhance their committee's impact and ensure robust oversight within their organisations.

Supporting the Accounting Officer

This course helps senior leaders understand how to effectively support the Accounting Officer in meeting their governance and accountability obligations. It explores the principles of Managing Public Money, the relationship between ALBs and their sponsoring departments, and the practical application of regularity, propriety, and value for money. Participants examine real case studies, discuss current policy developments, and consider how culture and leadership shape compliance.

By strengthening awareness of roles, responsibilities, and assurance processes, the course equips executives and board members to contribute confidently to sound governance and the effective stewardship of public funds within their organisations.

Non-Executive Director

Non-Executive Directors play a vital role in ensuring effective governance, independence of judgement and strategic challenge within public bodies. This practical course helps participants strengthen their impact on boards by deepening their understanding of valued behaviours, essential skills, and common pitfalls in the NED role. Drawing on real-world experience from national regulators, the session explores how to balance scrutiny with support, maintain independence, and contribute meaningfully to organisational strategy. Participants will also learn how to evaluate potential NED roles, enhance their performance, and bring clarity and confidence to board discussions across the public sector.

Board Skills Audit training

An effective board begins with the right mix of skills, experience, and behaviours. This course provides a structured approach to assessing whether your board is truly 'fit for purpose'—both for today's challenges and the future. Participants will learn how to evaluate the skills and attributes of board members, identify capability gaps, and establish frameworks for recruitment and development. Through discussion and practical analysis, the course helps board leaders and advisors ensure balanced, high-performing governance teams. It's an essential step toward building a board that can provide sound judgement, strategic foresight, and credible challenge in a changing organisational landscape.

the course helps build confidence in delivering accountable and transparent public leadership.

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Accountability & Government *continued*

Cultivating Essential Board Behaviours

Strong governance depends not just on structures and rules, but on how directors behave and interact in the boardroom. This course explores the essential behaviours that define effective boards—those that foster trust, constructive challenge, and sound decision-making. Participants will examine real-world board dilemmas, analyse the roles and behavioural expectations of directors, and learn how to identify red flags that signal poor governance culture. By focusing on the "soft skills" that drive effective teamwork and oversight, this course helps board members and senior leaders build the behavioural competence needed for sustainable organisational performance and long-term resilience.

Preparing for Public Accounts Committee

Facing the Public Accounts Committee can be a high-pressure experience, with reputational and organisational stakes running high. This course provides public officials with a clear understanding of how the PAC operates—its remit, expectations, and questioning style—so they can approach hearings with confidence and composure. Through one-to-one coaching and tailored preparation, participants will learn how to anticipate key areas of focus, avoid common pitfalls, and respond effectively under scrutiny. The course also includes practical exercises based on real reports, enabling participants to refine their responses and build assurance in representing their department before the Committee.

Preparing to Give Evidence at Select Committees

Appearing before a Select Committee demands clarity, composure, and credibility. This course equips public officials with the skills and confidence to present evidence effectively and respond to scrutiny with assurance. Participants will gain a practical understanding of Select Committee processes, expectations, and questioning techniques, alongside strategies for managing the media attention that often accompanies hearings. Through tailored exercises and simulated sessions, attendees will refine their communication style, prepare for likely lines of questioning, and receive constructive feedback. The result is greater readiness to represent their department or organisation with professionalism, transparency, and confidence under parliamentary examination.

Public Accountability for Academy Trust Accounting Officers

This course provides Academy Trust Accounting Officers and their support teams with a thorough understanding of their accountability responsibilities. Participants will explore the role of Accounting Officers in overseeing public funds, the expectations of Parliament and the Public Accounts Committee, and the application of Managing Public Money and the Academies Financial Handbook. Using case studies and real-world examples, the course highlights principles of regularity, propriety, and value for money, alongside the scrutiny role of the National Audit Office. Attendees will leave with practical insight into their personal responsibilities and the tools to ensure a culture of compliance, effective oversight, and sound stewardship.

The result is greater readiness to represent their department or organisation with professionalism.

Testimonials

Greater London Authority

"It's been a real pleasure working with Andrea, Deborah, Tendai, and Keith from Civil Service College across a range of learning and development initiatives in our directorate, from the Festival of Learning to extended DLT workshops and wider training offers like communications and storytelling.

Andrea has been an exceptional strategic partner. Always smiling, approachable, and deeply understanding of the challenges we face in the public sector. Her adaptability to last-minute changes, calm presence, and thoughtful style makes her a joy to work with. She brings warmth, clarity, and a genuine commitment to making learning meaningful and relevant.

Deborah's behind-the-scenes support has been invaluable. From facilitating catchups and designing beautiful presentations to managing online registrations, surveys, and data analysis, she's helped ensure everything runs smoothly and looks professional. Her attention to detail and responsiveness have made a real difference.

Tendai led our extended DLT workshops with charisma, patience, and humour, creating a safe and energising space for leadership conversations that laid the groundwork for our leadership bootcamps..

Keith, one of the trainers we've worked with most closely, has been fantastic, personable, friendly, and genuinely feels like part of our team. He's loved by everyone and brings a warmth and authenticity to his sessions that make learning both enjoyable and impactful.

Together, the Civil Service College team have helped us build momentum around learning, leadership, and collaboration. I'm grateful for their partnership and look forward to continuing our work together."

Ravi Sharma,
Performance and Improvement Lead - Communities and Skills Directorate

Cabinet Office

"CSC are an absolute pleasure to work with. Nothing is too much trouble for this personable and professional team.

I use CSC for bespoke course design and delivery. I have always been impressed with how well CSC match my requirements to experienced trainers.

Courses with CSC are have more of an impact due to the wide range of innovative delivery methods, such as forum theatre.

I have worked with CSC for around 10 years, they are my preferred training choice."

KT Garrett
Chief of Staff

Tech Ecosystems

Executive Presence
"I and others found this to be a useful and very practical session where we each learned to objectively assess how we come across in presentations and interviews and received feedback to enhance our personal effectiveness in a safe environment. It gave us lots to think about in terms of how we come across and things we can improve."

Precise writing
"Provided some useful tips on what to avoid when aiming for clarity in our written communications. There was some useful group work where we were able to interact in a lively manner. I think even more of this could have featured to practice turning something badly written into something succinct to have a before and after example which the entire group could have contributed to".

Developing Effective Briefing
"One I did not attend but one colleague said he had fed back directly and thought it was excellent. There is further feedback below on this".

Holding Honest Conversations.
"This was my favourite and included useful alternative feedback models that made for a much more effective conversation that is more authentic than the traditional sandwich feedback model and leaves people feeling motivated instead of criticised".

What went well
"The trainer had lots of useful experience which was extremely relevant for the civil service. She set things out clearly and the slides were well structured and organised. She answered questions from the group well and gave confident and useful responses".

Helen Leadbetter
Senior Manager, Tech Ecosystems I Policy, Ecosystem, Programme and Strategy I Science & Technology (S&T) Directorate Department for Business and Trade

Ministry of Justice

"The service we have received so far with CSC has been fantastic. The team are so efficient, responsive and have been able to provide us with such wide-ranging and important content/courses for our staff. They have provided admin support that we used to do in-house which has allowed us to spend time elsewhere which has been a real positive. The courses we have delivered for staff so far have been really well received, with lots of positive comments about the facilitators and their experience and knowledge. I'm confident CSC will always try their absolute best to meet our requirements wherever possible".

Melissa Jones
Deputy Head of People and Capability

Communication

PREMIUM COURSE

Precise Writing with Impact

This course helps participants craft writing that delivers real value to its readers. It focuses on shifting from writer-centred habits to reader-centred communication ensuring that every document, email, or report has purpose, clarity, and relevance. Through practical exercises and personalised feedback, participants learn how to structure information logically, express complex ideas clearly, and adapt tone and content for different audiences.

By the end of the course, participants will be able to write with greater precision, coherence, and impact producing work that informs, persuades, and engages readers across a range of professional contexts.

PREMIUM COURSE

Speechwriting with Impact

This course equips participants with the tools to craft speeches that inform, inspire, and connect with any audience. It explores how to structure content for clarity and flow, write for the ear rather than the page, and use stories, rhythm, and tone to make messages memorable. Through examples and practice, participants learn how great speeches balance logic with emotion and authenticity.

By the end of the course, attendees will be able to plan, draft, and refine speeches that communicate ideas with confidence and credibility—leaving audiences engaged and persuaded, not just informed.

PREMIUM COURSE

Writing and Delivering Effective Briefings

This course helps participants strengthen their ability to prepare and deliver briefings that are clear, focused, and useful to decision-makers. It explores how to analyse audience needs, structure information for clarity, and identify what to include — and what to leave out — to maintain impact. Through practical exercises and discussion, participants refine both their written and oral briefing skills.

By the end of the course, attendees will be able to produce concise, well-structured briefings under time pressure and communicate key messages confidently to senior officials or ministers.

Complete Crisis Communications – How to Lead When Things Go Wrong

This course equips participants with the skills to communicate effectively under pressure, helping organisations respond to crises with clarity, transparency, and consistency. Through real-life scenarios and practical exercises, participants learn to anticipate challenges, plan responses, and manage communications in high-stakes situations.

Attendees will develop the confidence to brief senior leaders, handle the media, and deliver messages that maintain trust and credibility. By focusing on preparation, clear messaging, and strategic response, the course helps individuals and teams navigate crises efficiently, protect organisational reputation, and strengthen resilience in fast-moving, high-pressure environments.

How to Have Impact in Meetings

This workshop helps participants communicate with clarity and confidence in any meeting setting—face-to-face, online, or hybrid. It focuses on practical strategies to structure contributions, engage others, and influence outcomes effectively. Participants explore common barriers to being heard, practice verbal and emotional intelligence tools, and develop techniques for managing challenging personalities and meeting dynamics.

By the end of the course, attendees will be able to participate more assertively, deliver ideas with impact, and navigate different meeting formats with ease. The workshop equips professionals to make their voices count and contribute meaningfully to decisions.

Intention to Impact

This course helps leaders align their communication style with their intended message, ensuring that how they speak and act reinforces rather than undermines their objectives. Participants explore the subtle ways behaviours and "micro" messages influence team dynamics, inclusion, and engagement. Through practical exercises and Forum Theatre techniques, attendees gain insight into how their words and actions are perceived, and how to adapt for maximum clarity and impact.

By the end of the session, leaders will be better able to adjust their communication to different audiences, recognise unintended effects, and ensure their interactions consistently support organisational goals and positive team outcomes.

Persuasive Presentations: Harnessing Storytelling for Impact

This course equips participants with practical skills to turn data, policy, and information into clear, compelling stories that engage and influence audiences. Using proven story frameworks and hands-on exercises, attendees learn to structure presentations for maximum clarity, create supportive visuals, and deliver messages with confidence in face-to-face, virtual, or hybrid settings.

By the end of the workshop, participants will be able to craft presentations that inform, persuade, and inspire, distil complex information into memorable messages, and communicate with poise. They will also gain practical techniques for refining future presentations and receiving constructive feedback.

Persuasive Storytelling

This course helps participants harness the power of storytelling to engage, persuade, and inspire their audiences. It explores why stories resonate, how structure and language influence understanding, and how to connect with emotions and imagination. Participants practice applying frameworks, metaphors, and authentic communication techniques to make messages memorable and impactful.

By the end of the course, attendees will be able to craft written and spoken narratives that clearly communicate ideas, influence stakeholders, and support decision-making. They will also gain practical strategies to reframe communication projects, ensuring messages are compelling, audience-centred, and emotionally engaging.

Practical Minutes & Note-Taking Skills

This course equips participants with the skills to take clear, accurate, and useful minutes that support effective decision-making and follow-up. Attendees learn techniques to identify key points, summarise discussions, and structure notes in a way that reflects the outcomes of meetings.

Through practical exercises, participants also develop active listening and attentiveness, improve collaboration with meeting chairs, and apply methods suited to different meeting styles. By the end of the course, attendees will be confident in producing precise, actionable minutes that capture essential information, reduce misinterpretation, and enhance communication and accountability within their teams and organisations.

Proofreading and Editing

This practical course helps participants develop the precision and judgement needed to produce clear, accurate, and well-written documents. It combines proofreading for error correction with editing for clarity and style, ensuring writing is both polished and professional.

Through hands-on exercises, participants learn to identify and fix common issues in grammar, punctuation, and structure, while improving readability and flow. The course also introduces tools and techniques for refining tone and consistency across documents. By the end, participants will be confident in proofreading and editing to a high standard—creating writing that communicates effectively and supports informed decision-making.

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Communication *continued*

Report Writing

Clear, persuasive reports are essential for informed decision-making. This practical course equips participants with the tools to structure, write, and refine reports that communicate ideas with clarity and impact. Through hands-on exercises, participants learn how to plan and organise information logically, craft persuasive arguments supported by data, and edit for style and readability.

The course also explores how to use layout, visuals, and summaries to enhance engagement and comprehension. By the end, participants will be able to produce concise, well-structured reports that present complex information clearly and persuasively supporting effective communication and better organisational outcomes.

Be an Influential Voice: Communication for Finance Function Professionals

This course equips finance function professionals, technical, strategic, analytical, or business support, with the skills to communicate with clarity and confidence, ensuring influence and impact. If clear, credible, and timely communication is part of your job, this course is for you. Participants learn how to effectively convey technical and complex information in an understandable way, structure briefings for quick decision-making and tailor messages for different audiences. The course also covers handling challenging conversations, building trust and strengthening influence, including with senior leaders. Using real-world public sector case studies, practical exercises and interactive activities, attendees develop techniques to remove jargon, improve clarity, and communicate effectively under pressure. The course provides immediately actionable tools to enhance communication and support strategic decision-making across the organisation.

Writing in Plain English

This course equips participants with the skills to write clearly, concisely, and effectively for any audience. Focusing on planning and organisation, attendees learn how to structure ideas and information to ensure messages are easily understood. The course also covers editing techniques to improve clarity, readability, and impact. Participants will explore methods for keeping sentences short, using active verbs, choosing words suited to the reader, and giving direct instructions without unnecessary jargon or nominalisations. By the end of the course, delegates will be able to produce documents that communicate with precision, making information accessible and actionable for their audience.

Communication Essentials: Be an Influential Voice

This course equips participants with the skills to communicate with clarity and confidence, ensuring influence and impact. Participants learn how to effectively convey complex information in an understandable way, structure briefings for quick decision-making and tailor messages for different audiences, including senior leaders. The course also covers handling challenging conversations, building trust and strengthening influence. Using real-world public sector case studies, practical exercises and interactive activities, attendees develop techniques to remove jargon, improve clarity, and communicate effectively under pressure. The course provides immediately actionable tools to enhance communication and support strategic decision-making across the organisation.

Case Study

Scottish Government, Scottish Exchequer, Bespoke Communication Skills Training

The Need

A senior leader in the Scottish Exchequer, part of the Scottish Government, identified a growing development need across their division of 25 staff to strengthen both written and oral communication.

While the team were experienced and capable policy officials, their roles increasingly required drafting ministerial advice, speeches, and statements - communications that needed to be clear, concise, and impactful.

Common challenges included submissions that were lengthy or lacked a clear ask, writing that was overly cautious or passive, and limited use of data or storytelling to make arguments persuasive. The division therefore sought a practical, in-person training experience that would help colleagues plan, write, and present information with greater confidence, clarity, and purpose.

The objective was to enable participants to step back from day-to-day drafting pressures and develop the habits, structure, and tone needed to communicate effectively with Ministers and senior decision-makers.

Our Contribution

The Civil Service College partnered with the Scottish Government to design and deliver a one-day, bespoke communication skills workshop in Edinburgh.

Led by expert facilitator John-Paul Cherrington, the highly interactive session blended practical exercises, group discussion, and real-world examples drawn from participants' own work. Each activity was designed to directly mirror the challenges faced by policy teams, ensuring immediate relevance and impact.

The training focused on:

• Structuring advice with clear objectives and recommendations

• Writing with active, confident, and purposeful language

• Using evidence and data to strengthen arguments

• Applying storytelling techniques to policy communication

• Choosing the most effective format for each message (e.g. paper, slide, or briefing)

• Providing and receiving constructive peer feedback

Event Highlights

The workshop followed a dynamic four-part structure, combining reflection, analysis, and hands-on practice:

1. **Considering Your Audience -** Understanding what Ministers and senior stakeholders really need from submissions, and how to tailor tone, structure, and emphasis accordingly.

2. **Effective Storytelling -** Exploring how narrative techniques, structure, and clarity of purpose make communications more engaging and memorable.

3. **Writing Styles -** Drawing inspiration from Hemingway and Orwell, participants learned how to write with precision and directness, shifting from passive to active voice and from descriptive to advisory tone.

4. **Applying Learning -** Practical exercises under time pressure encouraged participants to distil complex information into sharp, actionable recommendations, while exchanging constructive feedback with peers.

The atmosphere throughout the day was open and collaborative, with participants appreciating how each session built seamlessly on the last. The use of relatable government examples and active group work ensured the learning was grounded, relevant, and immediately transferable to daily responsibilities.

Impact

• Structure advice clearly, highlighting the key ask and outcome

• Write with confidence and authority for senior audiences

• Use evidence, data, and storytelling to build persuasive arguments

• Offer and receive constructive feedback within their teams

Several participants noted that they left with clear frameworks and renewed confidence to apply more concise, engaging, and purposeful writing in their daily work. The sponsoring leader observed visible improvements in the clarity and impact of ministerial submissions following the session, with learning quickly shared across the wider division.

This tailored communication skills workshop exemplifies how targeted, evidence-based development can build capability and confidence across government - helping policy professionals deliver advice that is clearer, more persuasive, and more impactful for Ministers.

Data, Digital & Technology

Data Visualisation Training: Bringing Data to Life

This course helps participants turn data into clear, engaging, and memorable visual stories. Attendees learn techniques to select, interpret, and present data in ways that resonate with different audiences, making reports, presentations, and management insights more impactful. The training covers best practices for graph and chart design, guidance on software tools, and approaches for translating complex information into compelling visuals. Whether working with colleagues, senior leaders, or external stakeholders, participants gain confidence in communicating insights effectively. By the end of the course, delegates will be able to enhance understanding, engagement, and decision-making through practical, visually-driven data communication.
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Turning Data into Insights: Data-Driven Decision Making

This course equips participants with the skills to move beyond raw data and generate meaningful insights to inform evidence-based decisions. Attendees learn techniques to analyse, interpret, and select data from a variety of sources—web analytics, performance metrics, customer feedback, and more—turning it into actionable recommendations. The training covers key principles of statistical analysis, best practices for presenting data visually, and practical tools for building clear and compelling insights. By applying these methods in interactive exercises, participants gain confidence in using data effectively, enabling them to make informed decisions that support organisational objectives and communicate findings with impact.

Advancing Ethical and Responsible AI in Government

This course equips civil servants with the knowledge and practical tools to ensure AI is designed and deployed responsibly across government. Participants will explore key principles of AI ethics—fairness, transparency, accountability, and privacy—and learn how to apply them to real-world policymaking and service delivery. The course also examines current UK Government frameworks such as the National AI Strategy and AI Assurance Guidance, helping delegates align innovation with ethical and regulatory standards. Through case studies and practical exercises, participants will develop the confidence to identify bias, uphold public trust, and champion responsible AI practices within their departments.

AI in Public Policy and Governance

This course explores how Artificial Intelligence can be effectively integrated into public policy and governance to improve decision-making, service delivery, and operational efficiency. Participants will examine how AI supports data-driven policymaking, enhances citizen engagement, and helps address complex societal challenges. The course also provides an understanding of the ethical, regulatory, and accountability frameworks surrounding AI use in the public sector. Through practical insights and strategic guidance, delegates will learn how to oversee AI initiatives, evaluate their impact, and build AI literacy within their teams—ensuring that technology adoption is both responsible and aligned with the values of public service.

Digital Transformation & Leadership: The Digital Age

In a world defined by rapid technological change, this course explores how leaders can harness digital transformation to create agile, innovative, and resilient organisations. Participants will gain a clear understanding of emerging technologies such as AI, robotics, and data analytics, and how these shape modern governance and service delivery. The course examines the key components of successful digital transformation—vision, culture, and capability—and offers practical strategies for overcoming common barriers to change. Delegates will also develop essential leadership qualities for the digital age, including emotional intelligence, adaptability, and an innovation mindset, ensuring they can lead confidently in an evolving landscape.

Emotional Intelligence & AI: A Human-Centred Approach to Innovation in the Workplace

As AI transforms work Wellbeing, human skills like empathy, adaptability, and emotional awareness are more vital than ever. This course explores how emotional intelligence and artificial intelligence can work together to create more collaborative, ethical, and innovative workplaces. Participants will learn how to build trust and psychological safety while adopting AI tools responsibly. Through practical exercises and case studies, the course highlights how AI can enhance decision-making without losing the human touch. By the end, participants will have strategies to use AI effectively while strengthening emotional intelligence to lead, communicate, and innovate with confidence in an evolving workplace.

Foundations in Artificial Intelligence for Government

This introductory course provides government professionals with a clear and practical understanding of Artificial Intelligence (AI) and its growing role in public service. Participants will learn the core principles of AI and Generative AI, explore real-world applications, and examine both the opportunities and risks these technologies present. Through practical examples, the course helps demystify complex concepts and highlights how AI can support smarter, more efficient decision-making in government. By the end, delegates will have a solid grasp of AI fundamentals, current trends, and practical strategies for responsibly integrating AI into policy development, service delivery, and organisational transformation.

Participants will learn how to build trust and psychological safety while adopting AI tools responsibly.

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Equality, Diversity & Inclusion

Conscious Inclusion

Conscious Inclusion helps managers understand how unconscious biases can influence decisions about hiring, development, promotion, and everyday interactions. Through practical insights from social science, participants learn to identify bias moments and transform them into deliberate, inclusive actions. The course explores how biases can subtly shape talent assessment and provides strategies to mitigate these effects. Attendees gain tools to make fairer, more objective decisions, fostering a workplace where all team members are valued and supported. Suitable for managers with people responsibilities, this course equips leaders to enhance decision-making, support equitable development, and build more inclusive organisational cultures.

Disability & Accessibility Awareness

Disability & Accessibility Awareness explores how social, cultural, and organisational factors shape the experiences of individuals with disabilities. Participants will gain insight into the social and human rights perspective of disability, distinguishing it from purely medical models, and understand the evolution of attitudes and legal frameworks. The course offers practical guidance on inclusive language, recognising unconscious biases, and identifying barriers in the workplace and wider society. Through interactive discussions and case studies, attendees will develop the knowledge and skills to promote accessibility, remove obstacles, and create environments that support equity and participation for all individuals, enhancing both organisational and societal inclusion.

Imperfect Leadership

Imperfect Leadership focuses on developing inclusive leadership in diverse teams. Participants will explore how embracing vulnerability and imperfection can build trust, psychological safety, and a genuine sense of belonging within their teams. The course highlights key leadership attributes, emotional intelligence, and behaviours that foster inclusion, while examining the impact of bias and organisational norms. Leaders will gain practical strategies to translate intention into action, creating environments where all team members can perform at their best. By reflecting on personal leadership style and developing an action plan, participants will enhance self-awareness and cultivate the skills needed to lead effectively in today's diverse workplace.

Financial Management

NEW COURSE
Financial and Commercial Awareness

In today's climate of fiscal constraint and public scrutiny, sound financial and commercial understanding is essential for effective decision-making. This interactive half-day course helps participants strengthen their ability to think strategically about resources, budgets, and value for money. Through real-world examples and practical exercises, attendees will explore how financial principles underpin organisational planning and delivery, and how commercial awareness can improve outcomes across procurement and supplier management. The session also equips participants to assess and manage financial risks with greater confidence, develop robust business cases, and make informed decisions that balance accountability, efficiency, and long-term impact in the public sector.

PREMIUM COURSE
Finance Essentials

Finance Essentials is designed for public sector professionals who want to gain confidence in understanding and managing public money without a formal finance background. Participants explore how government funds are sourced, allocated, and monitored, and learn to identify risks before they escalate. The course covers budgeting, forecasting, governance, and controls, with practical exercises to strengthen financial literacy. Attendees develop skills to read financial reports, ask informed questions, and engage constructively with finance teams. By building understanding and credibility, participants are better equipped to contribute to effective decision-making, safeguard public resources, and support transparency and accountability in their organisations.

PREMIUM COURSE
Managing Public Money

This course provides a clear and practical understanding of the principles set out in HM Treasury's *Managing Public Money* guidance. It equips participants with the knowledge to ensure the proper, efficient, and ethical use of public funds. Delegates will explore key topics such as regularity, propriety, value for money, and accountability, as well as the roles of Accounting Officers and the Treasury Officer of Accounts. Through case studies and real-world examples, participants will understand how to apply financial governance principles in practice and the implications of non-compliance. This course strengthens stewardship and transparency across all levels of public financial management

Achieving Value for Money

This course provides a practical understanding of how to achieve and maintain value for money (VfM) within public sector organisations. It explores the core elements of VfM — economy, efficiency, effectiveness, and equity — and how to balance them to deliver intended outcomes under budget constraints. Participants will examine the relationship between VfM, affordability, and business change, using frameworks such as HM Treasury's Green Book and Orange Book. Through discussion and case-based learning, delegates will strengthen their ability to assess, calculate, and monitor VfM in projects, procurement, and service delivery, ensuring resources are used optimally and responsibly across the public sector.

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Financial Management *continued*

Creating Effective Business Cases

This course provides a structured, practical approach to developing robust business cases that support sound decision-making and effective project delivery in government. Drawing on HM Treasury's Green Book and related best practice guidance, participants will learn how to design, evaluate, and review business cases for procurement, infrastructure, and organisational change. The training explores how to align business cases with risk management, governance, and stakeholder engagement principles. Through real-world examples and interactive discussions, delegates will gain the skills to build focused, evidence-based business cases that stand up to scrutiny—ensuring better value, transparency, and confidence in public sector decision-making.

Financial Modelling and Aqua Book

This course equips participants with the skills to use financial modelling effectively within government decision-making, grounded in HM Treasury's Aqua Book guidance. Delegates will explore the principles of high-quality financial analysis, including selecting appropriate methodologies, interpreting model outputs accurately, and avoiding common pitfalls. The training also addresses uncertainty, including economic fluctuations, and shows how to incorporate these factors into robust models. Through practical examples and discussion, participants gain confidence in applying financial models to support strategic decisions. By the end of the course, attendees will have a clear understanding of best practices in financial modelling and the Aqua Book's guidance.

Risk Management

This course provides participants with the knowledge and tools to manage risk effectively within their organisations, supporting the delivery of strategic objectives. Delegates will explore key principles of risk management, including the Orange Book guidelines, risk identification, assessment, and monitoring. The course covers practical techniques for linking risks to organisational goals, understanding risk appetite and tolerance, and applying appropriate controls. Participants will also learn how to foster a risk-aware culture, differentiate risks from issues, and implement escalation frameworks. By the end of the session, attendees will be equipped to manage risks proactively, make informed decisions, and enhance organisational resilience and performance.

Be an Influential Voice: Communication for Finance Function Professionals

This course equips finance function professionals with the skills to communicate with clarity, confidence, and influence. Participants will learn how to convey complex information, structure briefings for quick decision-making, and tailor messages for different audiences, including senior leaders and operational teams. The course also covers navigating challenging conversations, building trust, and strengthening influence within the finance function. Using public sector case studies, practical exercises, and interactive activities, attendees will develop techniques to reduce jargon, improve clarity, and communicate effectively under pressure. The course provides actionable tools to enhance everyday communication and support strategic decision-making across the organisation.

Fundamentals of Public Administration & Government

How Does the UK Parliament Really Work

This course provides a clear and practical understanding of how the UK Parliament functions. Participants will explore the roles of the House of Commons and House of Lords, parliamentary scrutiny through questions, debates, and committees, and the relationship between Parliament and devolved legislatures. It is designed to help civil servants, public sector staff, and others engaging with Parliament navigate processes effectively, communicate with parliamentarians and clerks, and understand how policy is shaped and implemented. Attendees will gain insight into the workings of central government, the civil service, and the mechanisms that underpin effective parliamentary engagement.

How Does Whitehall Really Work?

This course offers a practical introduction to how Whitehall functions, providing insight into the workings of departments, agencies, and arms-length bodies. Participants will explore both the formal and informal processes behind policy-making, the roles of Ministers, Civil Servants, and Parliament, and how government business is conducted. Through case studies and the trainer's personal experience, attendees will gain a clear understanding of how to navigate Whitehall effectively, whether working inside or engaging from outside. The course equips participants with knowledge of responsibilities, rules, and successful engagement practices, offering a comprehensive overview of the structure, processes, and culture of UK government.

Influencing UK Government and Policy: Get Your Voice Heard

This course provides participants with a clear understanding of how the UK government operates and how policy is developed across Whitehall and Parliament. It explores both formal and informal processes, the roles of Ministers, Civil Servants, and Special Advisors, and the pressures that shape decision-making. Attendees will gain practical tools and strategies to engage effectively, identify key points for intervention, and ensure their organisation's priorities are understood. Through case studies and expert insights, participants will leave with enhanced confidence in navigating government systems, building constructive relationships, and making their voice heard where it matters most.

Human Resources

Fostering a Positive and Respectful Culture

A positive and respectful workplace culture doesn't happen by accident—it's shaped by everyday actions, language, and awareness. This course helps participants understand how culture forms and what behaviours strengthen or undermine it. Through discussion, scenarios, and real-world examples, participants will explore how to address inappropriate behaviour, challenge respectfully, and hold sensitive conversations with confidence. The session also delves into psychological safety—what it means, how it's built, and why it's essential for collaboration and innovation. By the end, participants will have greater self-awareness, practical tools for navigating difficult moments, and a personal plan for fostering trust, fairness, and inclusion at work.

NEW COURSE
How to be an Effective and Credible Candidate: My Role in the Process

This course helps participants navigate the job application process with confidence and clarity, focusing on the Success Profiles framework. Learners gain a structured understanding of the skills, behaviours, experience, and strengths that managers seek, enabling them to align their applications effectively. The course emphasizes practical guidance on crafting impactful personal statements and CVs, ensuring applications communicate professional achievements clearly and compellingly. Participants also develop a confident mindset to approach recruitment strategically. Suitable for all grades, the course equips delegates with the knowledge and tools to present themselves credibly, enhance their applications, and engage successfully with the recruitment process.

NEW COURSE
How to be an Effective and Creditable Candidate: Behaviour and Strength-Based Interviews

This course supports participants in developing confidence and competence for behaviour and strength-based interviews. Using practical, interactive exercises, learners gain hands-on experience with the STAR (Situation, Task, Action, Results) technique to structure clear and compelling responses that highlight achievements and suitability for roles. The course also explores non-verbal communication, tone, and phrasing, helping participants refine their delivery under pressure. Delegates leave with actionable insights and a personalised improvement plan, enhancing their ability to perform effectively in interviews. Suitable for all grades, the module equips learners with tools and confidence to navigate the Success Profiles interview process successfully.

HR for Non-HR Professionals

This course provides line managers and professionals with essential knowledge to manage people effectively while understanding the role of HR in supporting both staff and organisational objectives. Participants explore key areas including recruitment, onboarding, performance management, conflict resolution, and handling disciplinaries and grievances. The programme also highlights the importance of staff development and compliance with HR policies and procedures. Through practical discussion and confidential real-life scenarios, delegates gain insights into good practice and develop the skills to navigate common HR challenges. This course equips managers to lead their teams confidently while working in partnership with HR functions.

Law & Legal Awareness

Legal Awareness for Regulators

This course equips participants in regulatory and enforcement roles with the knowledge and skills to navigate the UK legal system confidently. It provides a clear understanding of legislation, subordinate and quasi-legislation, administrative law, judicial review, and human rights law from a practical regulatory perspective. Using interactive case studies, participants will explore their remit and powers, liaise effectively with legal teams, and apply legal concepts to real-world scenarios. By the end of the course, delegates will be able to interpret and apply legal principles efficiently, make well-informed decisions, and strengthen their ability to manage regulatory responsibilities with confidence.

UK & EU: The New Context for the UK-EU Partnership

This course provides a focused exploration of the evolving UK-EU relationship, offering clarity on the Withdrawal Agreement (WA), the Trade and Cooperation Agreement (TCA), and their practical implications. Participants will gain an understanding of EU law principles, the EU (Withdrawal) Act 2018, and the broader legislative framework affecting UK-EU interactions. Through expert-led discussions, delegates will examine how the UK can engage with EU processes, anticipate challenges, and influence outcomes. This course benefits those in policy, trade, legal, commercial, or procurement roles, equipping them with the knowledge and insights needed to navigate the post-Brexit partnership effectively.

Understanding the UK Legal System

This course provides a clear overview of the UK legal system, helping participants navigate its structure and processes with confidence. Delegates will gain insight into the roles of Parliament, central and local government, the devolved institutions, and the judiciary, as well as the legislative process, common law, and precedent. The programme also clarifies key legal terms and concepts, supporting effective engagement with lawyers and legal teams. Suitable for public sector professionals without formal legal qualifications, the course equips participants with the knowledge and skills to understand governance, interact confidently with legal colleagues, and navigate legal frameworks relevant to their roles.

Leadership & Management

PREMIUM COURSE

Emotional Intelligence Leadership

This one-day course equips leaders with the skills to navigate challenging situations while effectively supporting their teams. Participants will explore the core principles of emotional intelligence, including self-awareness, self-management, and understanding others, and learn how these competencies enhance leadership effectiveness. The course also introduces different leadership styles, helping delegates identify their natural approach and adapt their style to suit varying circumstances. Through practical exercises, including coaching techniques, participants will develop strategies to influence, motivate, and guide their teams, fostering stronger performance, engagement, and workplace culture. Attendees leave with actionable skills to lead with confidence and empathy.

PREMIUM COURSE

Holding Honest Conversations

This half-day course helps participants develop the skills to engage in open and constructive conversations in the workplace. Delegates will explore techniques to communicate clearly, listen actively, and encourage meaningful dialogue, even in challenging situations such as giving feedback or addressing performance issues. The course introduces behavioural flexibility and practical methods, including forum theatre exercises, to build confidence without the discomfort of role-play. Participants will understand how to adapt their approach to different individuals, recognise the impact of unresolved issues, and create achievable plans for future conversations. Attendees leave better equipped to foster honesty, trust, and collaboration in their teams.

PREMIUM COURSE

Introduction to Management

This course provides new managers with the essential tools and insights to transition successfully into leadership roles. Delegates will explore different management styles and learn how to adapt their approach to support individual team members and achieve organisational goals. The training focuses on developing communication and interpersonal skills, recognising team strengths, and addressing challenges such as under-performance and workplace grievances. Participants gain practical strategies to link individual contributions to team objectives, foster engagement, and build confidence in their leadership capabilities. By the end of the course, attendees are better prepared to manage teams effectively, support development, and navigate managerial responsibilities with clarity and confidence.

PREMIUM COURSE

Leading with Impact and Purpose

This course equips leaders with the skills and understanding to inspire high performance, foster potential, and create a positive work environment. Participants explore modern leadership approaches, including co-creation, coaching, and conflict resolution, to engage teams effectively and support continual improvement. The training emphasises practical strategies for leading change, building empathy, and strengthening resilience under pressure. Delegates gain insights into different leadership styles, the value of inclusion, and techniques to maintain wellbeing while managing responsibilities. By the end of the course, attendees are better prepared to role model impactful leadership, support their teams, and cultivate a culture of collaboration, growth, and sustained performance.

PREMIUM COURSE

Change Ready: Leading in Uncertain Times

This course helps leaders and managers navigate change in today's Volatile, Uncertain, Complex, and Ambiguous (VUCA) environment. Participants explore the impact of VUCA on organisations and individuals, including the neuroscience behind how people respond to change. The training provides tools to turn challenges into opportunities, enhance learning agility, and adopt adaptive mindsets. Delegates develop skills to set clear goals, communicate effectively, and lead teams through complex situations. Through practical exercises, attendees learn to anticipate change, respond with resilience, and apply agile approaches to achieve outcomes, supporting both organisational effectiveness and employee engagement in an ever-changing workplace.

PREMIUM COURSE

Strategic Thinking

This course equips managers, senior managers, and executives with the skills to think strategically and anticipate change in a dynamic workplace. Delegates explore the principles of strategic thinking, practice using practical tools and frameworks, and learn how to apply creative approaches to decision-making and problem-solving. The training introduces models such as the Ansoff Matrix to support forward-looking planning and innovation. Participants gain the ability to assess opportunities, weigh risks, and align decisions with organisational goals. Through interactive exercises, attendees enhance their capacity to make informed, proactive, and strategic choices that drive positive outcomes for their teams and departments.

Managing Performance & Motivation

This course helps managers understand and enhance individual and team performance through modern approaches to motivation. Participants explore the shift from traditional extrinsic methods to intrinsic, personalised techniques that support engagement and development. The course covers strategies for rewarding performance, creating a high-performance culture, and using HR metrics effectively. Delegates gain practical tools to conduct productive 1:1s, balance challenge and support for their teams, and apply the psychological contract to build trust and inspire excellence. By focusing on motivation, performance management, and employee engagement, participants leave equipped to foster a productive, motivated, and satisfied workforce.

Coaching and Mentoring Skills

This course helps leaders and managers develop practical coaching and mentoring skills to enhance individual and team performance. Participants explore the differences between coaching and mentoring, and how these approaches complement other leadership skills. The course provides opportunities to practice core techniques, construct clear coaching agreements, and understand the emotional impact of change on teams. Delegates leave with renewed confidence, practical tools, and insights to engage in effective coaching conversations, develop their own coaching style, and introduce a coaching culture within their organisation. It equips participants to foster growth, support change, and improve overall organisational performance.

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Leadership & Management *continued*

Collaborative Leadership

This course supports leaders in developing the skills to lead collaboratively across teams, departments, and external organisations. Participants explore the key elements of effective collaboration, including building consensus, breaking down barriers, and generating institutional support. The course equips delegates to recognise challenges to collaboration, engage stakeholders constructively, and maintain forward momentum on cross-cutting projects. Participants gain practical insights into promoting a culture of cooperation, aligning diverse interests, and driving shared objectives. By the end of the course, leaders will be better prepared to influence, support, and guide others towards achieving collective goals, creating more cohesive and effective organisational outcomes.

Leadership, Team Skills & Collaboration

This course equips participants with the skills to function effectively in teams and collaborative environments, particularly in complex and fast-changing contexts. Using experiential learning through Applied Improvisation, delegates gain first-hand insight into the attitudes, mindsets, and behaviours that enhance teamwork and collaboration. Participants explore the differences between teamwork and collaboration, discover their personal team style preferences, and practise flexible leadership and followership. The course encourages adaptable approaches to problem-solving and communication, helping individuals and teams to work more cohesively. By the end, participants will be better able to contribute, lead, and support collective efforts to achieve shared objectives.

Leading Hybrid & Remote Teams

This course helps leaders navigate the complexities of hybrid and remote working environments. Participants gain practical skills to build inclusive, cohesive teams while maintaining engagement and performance across virtual and in-person settings. The course focuses on effective communication, managing performance, and delivering feedback in hybrid contexts, including handling challenging conversations. Through interactive discussions and scenario-based exercises, delegates develop actionable strategies to lead with clarity, empathy, and impact. By the end of the course, participants will be equipped to foster trust, adaptability, and collaboration within hybrid teams, ensuring consistent productivity and a positive team culture across dispersed workforces.

Leading in the Age of AI – Setting Organisational AI Strategy

This course equips leaders with the knowledge and skills to guide organisations in an AI-driven world. Participants gain a clear understanding of AI fundamentals, emerging trends, and potential applications, presented in accessible, non-technical language. The course explores ethical, legal, and organisational considerations for implementing AI, helping leaders develop responsible and effective AI strategies. Through interactive discussions and practical exercises, participants learn to adapt their leadership approach, manage change, and make informed decisions in AI adoption. By the end of the course, delegates will be prepared to harness AI responsibly, align it with organisational goals, and lead teams confidently in the digital era.

Managing Performance & Motivation

This course supports managers in enhancing team performance by understanding modern motivational approaches. Participants explore how to move beyond traditional reward systems to focus on intrinsic motivation tailored to individual needs, helping teams achieve optimal engagement and productivity. The course covers performance culture, effective 1:1s, HR metrics, and the psychological contract, providing practical tools to manage, challenge, and support employees constructively. Attendees will leave with strategies to create the right environment for high performance, build trust, and motivate their teams effectively. It is particularly useful for managers and HR professionals seeking to improve organisational performance and employee satisfaction.

Project Management Skills for Non-Project Professionals

This course equips professionals who are not formally project managers with the essential knowledge and skills to lead projects effectively within their organisation. Participants learn key project management concepts, from defining objectives and planning scope using tools such as WBS and MoSCoW, to managing quality, risk, time, and costs. The course also covers stakeholder identification, engagement, and the transition from project work to business-as-usual. By combining existing product knowledge with practical project management techniques, attendees gain confidence and competence in delivering successful projects, improving efficiency, collaboration, and outcomes within their teams and across organisational initiatives.

Systems Thinking for Impact

This course equips public service leaders and professionals with the tools and mindset to understand and navigate complex systems. Participants explore interconnected challenges, using systems thinking to identify patterns, leverage points, and potential interventions. Through interactive exercises and real-world case studies, attendees develop practical skills in systems mapping, boundary analysis, and designing integrated solutions. The course supports strategic decision-making in volatile and uncertain environments, helping participants anticipate consequences, align stakeholders, and drive systemic improvements. By applying these approaches, delegates gain the capability to lead more effectively, respond adaptively to complex challenges, and create meaningful, lasting impact across organisational and societal systems.

Transforming Meetings by Creating a Thinking Environment

This course helps participants create conditions for high-quality thinking in meetings, ensuring that discussions are productive, inclusive, and focused on collective outcomes. Using the Thinking Environment® framework, attendees learn how behaviour, structure, and facilitation influence independent and collaborative thinking. Through practical exercises—such as Thinking Pairs, Dialogue, Thinking Rounds, and the Time To Think Council—participants develop skills to foster participation, equality, and better decision-making. The course supports leaders and managers in running meetings where ideas are shared freely, confidence is built, and the full knowledge of the team is harnessed, resulting in more effective, innovative, and actionable outcomes.

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"Together, we can continue to learn, adapt, and deliver better outcomes for the communities we serve."

Wicked Problems and the Complex World

This course equips participants to navigate complex, ambiguous challenges that cannot be solved through traditional linear approaches. By exploring the differences between "wicked" and "tame" problems and applying systems-based thinking, attendees develop the ability to respond effectively in uncertain environments. Practical exercises help leaders connect with people across systems, understand human motivations, and consider how behaviour influences outcomes. Participants gain strategies to engage, motivate, and guide teams when solutions are not straightforward, fostering resilience and adaptive leadership. This course is especially valuable for leaders managing cross-cutting projects or tackling strategic challenges in dynamic, fast-changing organisations.

Your Brilliant Career: Career Development for Women

This course helps women explore and shape their careers by focusing on strengths, values, and aspirations rather than gaps or limitations. Using appreciative inquiry, participants reflect on what energises them, what matters most in their work, and the skills they already bring. The programme examines common barriers, stereotypes, and challenges women face in the workplace while providing a supportive environment for discussion and reflection. Attendees leave with clarity about their preferred career direction, practical steps to advance their goals, and strategies to build supportive networks. It is suitable for women at any level seeking purposeful career development.

Case Study

Human Tissue Authority: Enhancing Difficult Conversation Skills

We were proud to collaborate with the Human Tissue Authority (HTA), a specialised regulatory body, to deliver a targeted training programme for front-line staff tasked with handling sensitive and challenging conversations. Designed for around 30 participants, the programme focused on building confidence, clarity, empathy, and resilience in high-stakes interactions with stakeholders and members of the public.

The Need

HTA staff routinely face situations where they must deliver candid feedback to organisations or individuals, sometimes communicating that standards have not been met or that prior concerns remain unaddressed. These discussions can be emotionally charged and complex, occasionally sparking disputes, rebuttals, or conflict. Staff highlighted significant anxiety around navigating these conversations effectively while maintaining empathy and professionalism. HTA recognised the need for structured training to equip their team with the tools to manage these interactions with frankness, clarity, and compassion.

Our Contribution

- The Civil Service College designed and delivered a bespoke interactive workshop. Our approach combined theory, practical frameworks and experiential learning, ensuring participants could apply their skills directly to realistic scenarios. Key elements included:

- Exploring Difficult Conversations: Understanding what makes conversations challenging and identifying common triggers.

- Emotional Intelligence (EQ): Building self-awareness, social awareness, self-management, and relationship management to navigate sensitive interactions.

- Influencing Skills: Applying push/pull techniques and the CEDAR feedback model to deliver messages with clarity and empathy.

- Case Studies & Forum Theatre: Realistic HTA stakeholder scenarios allowed participants to analyse situations, propose solutions, and practice handling them in a safe environment.

- Managing Emotional Reactions: Spotting and responding to emotional responses in both self and others, including techniques to maintain composure and seek/give support.

- Personal Action Planning: Participants created tailored strategies to embed learning into their daily work.

Event Highlights

The workshops were highly interactive, combining discussions, self-audits, case studies, and role-playing exercises. Forum theatre sessions stood out as a key highlight, providing participants with the opportunity to observe scenarios, offer constructive feedback, and actively practise strategies for improving difficult conversations. This hands-on approach ensured learning was both practical and directly relevant to HTA roles.

Participants praised the workshop's blend of theory and practice, noting that the focus on emotional intelligence and structured frameworks helped them feel more confident in approaching difficult conversations. The small group format (10–15 delegates per session) encouraged open discussion, reflection, and peer learning.

Impact & Engagement

The training had an immediate and tangible impact on staff confidence, communication skills, and resilience when engaging with stakeholders. Participants reported feeling better equipped to handle challenging conversations while maintaining professionalism and empathy, reducing anxiety around high-stakes interactions. The programme also reinforced the importance of self-awareness and emotional regulation in professional settings.

Positive Feedback & Lasting Impact

The HTA training programme not only strengthened frontline communication skills but also fostered a culture of confidence, empathy, and professionalism. By equipping staff with structured techniques and practical experience, the initiative ensured that HTA representatives could deliver candid messages effectively, with clarity, compassion, and confidence - ultimately supporting better outcomes for both the Authority and the stakeholders it regulates.

Nicolette Harrison, Director of Regulation, who commissioned the training, shared her feedback: "The HTA found Civil Service College very well-organised, with proactive trainers who worked with the HTA to ensure the courses met our needs. We received overwhelmingly positive feedback on the courses from all participants."

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Personal Development

NEW COURSE

Thinking on Your Feet

This course explores how individuals can respond effectively under pressure by understanding the science behind quick thinking and decision-making. Participants will examine how behavioural preferences and stress responses influence their ability to think clearly and communicate confidently in challenging situations. Through practical exercises and neuroscience-based techniques, the course provides tools to organise thoughts rapidly, structure responses effectively, and stay composed when faced with unexpected questions or demands. By the end of the session, delegates will have greater self-awareness and a set of techniques to enhance their clarity, confidence, and impact when thinking on their feet.

NEW COURSE

Up-skilling and Re-skilling: The Importance of a Growth Mindset

In a fast-changing and uncertain world, developing the right mindset is key to staying relevant and effective. This course explores how upskilling and reskilling can support adaptability and long-term success. Participants will examine the differences between fixed and growth mindsets, understand their impact on performance, and learn how to apply a growth mindset to navigate change with confidence. The session also clarifies the strategic roles of upskilling and reskilling within organisations and highlights emerging trends shaping the future of work. By the end, participants will create a practical development plan to continue learning and adapting in their professional journey.

PREMIUM COURSE

Assertiveness for Women

This course supports women in developing confidence and assertiveness in the workplace, enabling them to make their voices heard and increase visibility. Delegates explore practical strategies to handle challenging situations, communicate effectively, and work with diverse stakeholders while maintaining professionalism. The course offers a safe space to reflect on personal challenges, recognise individual strengths, and build a tailored toolkit for assertive behaviour. Participants gain clarity about their skills, learn to distinguish assertive from non-assertive behaviours, and practice approaches to navigate competing voices or difficult interactions. By the end, attendees are better equipped to contribute confidently, influence outcomes, and pursue professional opportunities.

PREMIUM COURSE

Building Relations & Asserting Influence

This course equips participants with the skills to build strong, trust-based relationships and assert influence effectively in professional settings. Delegates develop self-awareness, learn to read others' behavioural preferences, and flex their communication style to connect with different audiences. The course explores the principles of influence, decision-making psychology, and behavioural insights to help participants deliver messages persuasively while fostering collaboration. Through practical exercises, attendees gain techniques to establish credibility, navigate diverse perspectives, and maximise their impact. By the end of the course, participants are better positioned to strengthen professional relationships, communicate with clarity and confidence, and influence outcomes constructively.

PREMIUM COURSE

Overcoming Imposter Syndrome

This course helps participants recognise and address feelings of self-doubt and inadequacy often associated with Imposter Syndrome. Delegates will explore how these feelings can impact work performance, career progression, and self-perception, while learning practical strategies to build confidence and acknowledge their achievements. Through supportive, interactive sessions, participants will reflect on their skills, develop personalised tools to handle challenging situations, and create actionable plans to sustain self-assurance in the workplace. The course also encourages sharing experiences and learning from peers, equipping attendees with both insight and practical approaches to navigate self-doubt and enhance personal and professional effectiveness.

PREMIUM COURSE

Productivity and Time Management

This half-day course helps participants take control of their time and enhance productivity both at work and at home. Delegates will reflect on how they currently spend their time, identify areas of inefficiency, and understand personal drivers that influence their work habits. The course introduces practical tools to manage distractions, emails, and technology while addressing procrastination. Through interactive discussions, activities, and exercises, participants will create a personalised action plan to optimise their daily routines. By the end of the session, attendees will have greater awareness of their time use, strategies to stay focused, and techniques to improve productivity and balance.

Being a Successful Introvert in the Workplace

This course supports introverts in understanding and leveraging their natural strengths to thrive in the workplace. Participants will explore the advantages of introversion, recognise the skills they bring to teams, and identify strategies to navigate environments often geared toward extraverts. The course also offers guidance on how to communicate preferences effectively, seek support, and influence team dynamics to create a more inclusive and productive environment. Attendees will gain confidence in contributing their ideas, managing their workflow, and maximising their impact, while learning practical techniques to ensure they can perform at their best and engage meaningfully with colleagues and managers.

Career Transition

This course helps participants navigate career changes with confidence and clarity, whether planned or unexpected. Attendees will learn practical tools to assess their current skills, explore opportunities, and identify pathways for career progression, including moving sectors, starting a business, or accessing unadvertised roles. The course also covers networking strategies, working effectively with career consultants, and enhancing interview and negotiation skills. By focusing on preparation and proactive planning, participants develop the confidence to manage transitions successfully, make informed decisions, and maintain motivation. The course equips individuals with practical techniques to approach career change constructively and achieve sustainable professional growth.

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Personal Development *continued*

CV Writing and Interview Skills – The Keys to Your Future

This course equips participants with practical skills to enhance their job applications and interview performance. Attendees will learn how to create CVs and covering letters that stand out, highlighting relevant skills and achievements effectively. The course also covers interview preparation, including techniques for competency-based and standard interviews, handling challenging questions, and presenting confidently. By focusing on clear, structured, and impactful communication, participants gain the tools to navigate the recruitment process efficiently. The course provides guidance and practice to help individuals approach applications and interviews with confidence, increasing the likelihood of securing their desired roles and successfully managing career transitions.

Planning for Retirement

This course supports participants in preparing for a fulfilling and well-balanced retirement. Attendees will explore lifestyle changes, financial planning, and sources of expert guidance to ensure a secure transition. The course encourages reflection on personal interests and the development of new activities, whether in paid or voluntary roles, to maintain engagement and wellbeing. Participants will gain a framework to envision their retirement, test plans for practicality and affordability, and make informed decisions about next steps. By combining practical tools with personal reflection, the course enables individuals to approach retirement with confidence, purpose, and clarity about their future aspirations.

Dealing with Pressure

This course helps participants understand and manage the pressures of modern work life. Attendees will explore the sources of pressure, learn to prioritise tasks, and develop strategies to maintain performance under stress. The course highlights how pressure can be managed positively, improving decision-making, communication, and team interactions. Participants will gain techniques to balance competing demands, set realistic goals, and manage expectations from colleagues and leadership. By building awareness and practical skills, individuals can reduce stress, enhance personal and team effectiveness, and approach challenges with greater calm and focus, turning pressure into a tool for improved productivity and wellbeing.

Preparing for Getting Older

This course helps participants approach later life with confidence, clarity, and practical planning. It covers essential considerations such as wills, lasting powers of attorney, advance decisions, and financial planning including pensions and inheritance tax. Attendees will explore strategies to maintain health, independence, and wellbeing, while preparing for potential care needs. The course also provides guidance on supporting ageing family members and planning for end-of-life considerations. By combining practical steps with a positive perspective on ageing, participants leave with an actionable framework, increased awareness, and peace of mind, ensuring they are prepared to make informed choices and get the most out of later life.

Case Study

Partnering with the Greater London Authority for the Festival of Learning

We were proud to collaborate with the Greater London Authority (GLA) to deliver the Festival of Learning, a dynamic and inspiring event attended by approximately 150 participants. Centered around three key themes - Business Administration, Communication, and Wellbeing - the festival offered a diverse range of sessions designed to enhance professional skills, boost productivity, and promote overall wellness.

The Need

The Communities and Skills Directorate working group within the GLA, made up of senior managers and colleagues from across the directorate's five units, recognised the need for a Festival of Learning. Each unit held discussions to identify existing skills gaps and key priority areas. A shared agreement emerged to launch the inaugural Festival of Learning, aiming to unite the directorate for a collaborative learning experience.

Our Contribution

The Civil Service College played a key role in organising and contributing to the event, with our expert trainers and distinguished speakers leading engaging sessions on impactful topics such as policy making, emotional intelligence, public speaking, AI for productivity, team and personal wellbeing, systems thinking, and holding honest conversations.

Event Highlights

The festival's agenda was thoughtfully designed to reflect its core themes, offering a balanced mix of informative and interactive sessions. Business administration workshops delved into policy development, systems thinking, and the role of AI in enhancing efficiency. Communication-focused sessions equipped participants with practical techniques for managing difficult conversations and refining public speaking skills. Wellbeing discussions emphasised emotional intelligence and strategies for promoting a healthy and supportive work environment by creating positive habits at both individual and team levels.

The day kicked off with an energising opening speech from Ayodeji Akande, Assistant Director of Skills and Employment at the GLA. He not only welcomed attendees but also highlighted the exciting milestone of the first-ever learning and development festival hosted by the Greater London Authority. With a call to action to fully embrace the impactful sessions ahead, Ayodeji set the stage for a day of dynamic learning and inspiring growth.

Following this, an inspiring keynote address was delivered by Evelyn Forde MBE, former President of the Association of School and College Leaders (ASCL) and a highly respected headteacher. She shared her personal journey in education, highlighting her efforts to promote diversity and inclusion, while reflecting on the challenges she overcame growing up. Evelyn's passionate words about the power of connections and relationships set a thoughtful and motivating tone for the workshops, discussions, and networking opportunities that followed.

Participants praised the seamless flow of the day, noting how each session complemented the others, creating a cohesive and engaging experience. There was also a strong appreciation for the variety of offerings, which blended structured learning with more informal activities like yoga and walking tours, adding depth and balance to the event.

Impact & Engagement

With its diverse content, high-calibre speakers and interactive format, the Festival of Learning exemplified GLA's commitment to continuous development and innovation. Participants left feeling empowered with practical strategies to enhance collaboration, communication, and well-being in both their personal and professional lives.

A key highlight of the event was the opportunity for networking. Many attendees expressed appreciation for the chance to connect in person, emphasising how face-to-face interactions created a vibrant and engaging atmosphere. The Q&A sessions sparked particularly lively discussions, fostering shared learning and deeper connections.

Positive Feedback & Lasting Impact

With 97.9% of participants expressing interest in future workshops, the festival's success was clear. Its well-organised structure, engaging content and interactive approach provided a truly valuable experience. Common themes in the feedback included the high quality and variety of workshops, abundant networking and interaction opportunities, and the practical exercises that offered actionable insights for personal and professional growth.

Participants shared their enthusiasm, with one attendee describing it as "a very well-organised event where the sessions flowed smoothly, complemented each other well, and were perfectly timed for the new year." Another highlighted the sense of belonging it fostered, saying, "I appreciated the opportunity to see everyone together—it strengthened my sense of camaraderie and belonging within the Directorate. Well done to everyone who contributed to making the day such a success." Others simply described it as "the best GLA event I've attended to date."

The Festival of Learning not only provided valuable professional development but also reinforced the importance of connection, collaboration, and lifelong learning within the GLA community.

Policy Skills

NEW COURSE

Essential Skills for Working in a Political Environment (New)

Working alongside elected members requires awareness, sensitivity, and clear understanding of political contexts. This half-day interactive course helps participants navigate these environments with confidence while maintaining impartiality. Attendees will gain insight into the pressures and motivations faced by politicians and develop skills to support them effectively, building trust and constructive relationships. The course also explores how to manage boundaries between political support and neutrality, ensuring professional integrity. Participants will learn practical techniques for briefing politicians efficiently, managing time in fast-moving situations, and fostering collaboration, equipping them to contribute positively to decision-making and achieve better outcomes for their teams and organisations.

PREMIUM COURSE

Effective Policy Making

This course equips participants with practical approaches to navigate the complexities of policy-making. Delegates will explore structured techniques to define problems clearly, understand the wider context, and generate and appraise policy options. Emphasis is placed on using evidence effectively, engaging with stakeholders, and providing well-informed advice to support decision-making. Through discussions, case studies, and practical exercises, participants will gain hands-on experience in applying systematic methods to real-world policy challenges. By the end of the course, attendees will have a toolkit of approaches to design, evaluate, and implement policies more confidently, improving outcomes and supporting effective governance.

Utilising Evidence in Decision Making

This course helps participants develop the skills to source, analyse, and apply evidence effectively in decision-making. Delegates will explore how to challenge assumptions, recognise biases, and evaluate evidence in context, considering organisational constraints and processes. Using case studies and practical exercises, participants will gain insight into managing risk and uncertainty while ensuring decisions are grounded in reliable information. By the end of the course, attendees will have a clear understanding of how to integrate evidence into policy or project cycles, enhancing the quality and impact of decisions, and supporting more robust, informed, and strategic outcomes across their organisation.

Policy Implementation: Delivering Results

This course supports participants in strengthening the implementation of policies by equipping them with practical tools and approaches. Delegates will explore the full policy journey, learning to engage effectively with stakeholders and those responsible for delivery. Through real-life examples and interactive exercises, participants will develop techniques for managing delivery risks, applying behavioural insights, and fostering collaboration. The course also provides space for reflection, helping attendees consider different perspectives and refine their approach. By the end, participants will be able to plan and execute policy implementation more effectively, ensuring policies achieve intended outcomes and deliver sustained impact across their organisation.

Case study

Learning Development Programme for the Department for Business and Trade

Our expert trainers delivered a bespoke course to a ministerial department on what to avoid when aiming for clarity in their written communications.

The Challenge

The Department for Business and Trade sought assistance in relation to the outline of the Learning Development Programme. They had identified a set of learning objectives. They felt their senior management team and support staff required some support around these objectives. They desired to comprehend the various techniques of objectively assessing how they come across in presentations and interviews and received feedback to enhance their personal effectiveness in a safe environment. They also wanted guidance on writing precise reports, and they wanted some tips on what to avoid when aiming for clarity in their written communications. Furthermore, they sought assistance in holding honest conversations; they wanted some useful alternative feedback models that make for effective conversations that are more authentic than the traditional sandwich feedback model, which leaves people feeling motivated rather than criticised.

The Action

Civil Service College initiated a call with the client in order to gain a comprehensive understanding of the reasons behind commissioning these specialised training sessions as well as to gather background information about the attendees. We then carefully reviewed the course agendas to ensure their relevance and coverage of the client's desired key learning areas. Since this learning development programme, our trainers have crafted agendas consisting of various topics that address the identified learning objectives. These agendas incorporated practical sessions around the Executive Presence Training, enabling colleagues to share insights specific to their respective work domains, thereby fostering a comprehensive understanding of decision-making processes, clarity in their written communications, and understanding of the different contexts for which they provide briefings. Additionally, a range of group and individual exercises were incorporated throughout the day to enhance the learning experience. The morning sessions commenced with an introductory exercise, allowing delegates to introduce themselves, specify their roles within the organisation, and outline their objectives for the course.

The Results

The trainers had lots of useful experience, which was extremely relevant for the civil service. They set things out clearly, and the slides were well structured and organised. They answered questions from the group well and gave confident and useful responses.

At the end of the course, the delegates reviewed the day's learning and reflected on how they could further develop their skillsets in the workplace, including a Q&A session.

The course was delivered successfully, and the focus on practical exercises made the course interactive and helped to embed learning.

The Feedback

Senior Manager, Tech Ecosystems I Policy, Ecosystem, Programme and Strategy I Science & Technology (S&T) Directorate Department for Business and Trade;

Executive Presence: I and others found this to be a useful and very practical session where we each learned to objectively assess how we come across in presentations and interviews and received feedback to enhance our personal effectiveness in a safe environment. It gave us lots to think about in terms of how we come across and things we can improve.

Precise writing provided some useful tips on what to avoid when aiming for clarity in our written communications. There was some useful group work where we were able to interact in a lively manner. I think even more of this could have featured to practice turning something badly written into something succinct to have a before and after example which the entire group could have contributed to.

Developing Effective Briefing The trainer had lots of useful experience which was extremely relevant for the civil service. She set things out clearly and the slides were well structured and organised. She answered questions from the group well and gave confident and useful responses.

Holding Honest Conversations. This was my favourite and included useful alternative feedback models that made for a much more effective conversation that is more authentic than the traditional sandwich feedback model and leaves people feeling motivated instead of criticised.'

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Wellbeing & Resilience

NEW COURSE
How to Get Out of Your Own Way

We can often be our own biggest obstacle to success. This practical, coach-led workshop helps participants identify and address the patterns of self-sabotage that hold them back. Through guided reflection and a personalised assessment, you'll gain insight into the ways you undermine your own progress, the impact this has on your goals, and how to take back control when it matters most. The session focuses on building awareness, accountability, and strategies for self-management—skills that enhance both personal and professional effectiveness. Ideal for individuals or teams, it offers a supportive space to reflect, reset, and move forward with confidence.

NEW COURSE
Unmasking ADHD

This workshop offers a reflective and empowering space for individuals with ADHD to better understand and embrace their unique traits. Participants will explore how long-held beliefs and social expectations may have shaped their self-perception, often masking their natural strengths and potential. Through guided exercises and open discussion, the session helps delegates recognise how to work with their ADHD rather than against it—building confidence, self-awareness, and practical strategies for daily life. Designed for both self-diagnosed and medically diagnosed individuals, the course encourages a shift from self-criticism to self-acceptance, helping participants unlock and apply their strengths in personal and professional contexts.

NEW COURSE
Leading a Neurodivergent Team

This course supports leaders in understanding how to bring out the best in neurodivergent team members by recognising and adapting to different ways of thinking, working, and communicating. Participants will explore how their own leadership style influences team dynamics and learn how to create environments where everyone—neurodivergent and neurotypical alike—can thrive. Through reflective exercises and practical strategies, the course builds empathy, awareness, and confidence in managing diverse teams. Leaders will leave better equipped to foster inclusion, harness unique strengths, and embed trust and psychological safety as key pillars of effective team culture.

NEW COURSE
Silence Your Inner Critic Workshop

This workshop explores the psychology behind self-doubt and the inner critic that often holds us back. Through guided reflection, discussion, and practical exercises, participants gain insight into why their brains react the way they do under stress or uncertainty. The session introduces accessible tools to manage negative self-talk, build emotional regulation, and strengthen problem-solving skills. Participants will leave with greater self-awareness and strategies to replace self-criticism with constructive thinking. By fostering vulnerability and empathy, this workshop also supports healthier team dynamics—encouraging openness, creativity, and resilience in both personal and professional environments.

NEW COURSE
How to Get Confident Workshop

This interactive 90-minute workshop helps participants explore what confidence really means and why it can sometimes feel out of reach. Through guided reflection, discussion, and practical exercises, attendees will uncover how low confidence and imposter syndrome affect their thinking, emotions, and results. The session offers simple, science-backed tools to manage self-doubt, build emotional regulation, and strengthen long-term confidence. Participants will leave with greater self-awareness, practical strategies to boost self-belief, and a renewed sense of control over how they show up in both professional and personal settings—creating a foundation for more authentic, resilient, and confident action.

NEW COURSE
The Art of Getting Unstuck

Feeling 'stuck' is a common experience that can hold us back from achieving our goals or connecting effectively with others. This course helps participants identify the habits, thought patterns, and emotional barriers that keep them from moving forward. Using the Positive Intelligence framework, participants will explore how self-sabotage manifests and learn practical techniques for managing emotions, improving decision-making, and fostering resilience. The session also builds greater self-awareness and empathy—key ingredients for stronger team dynamics. By understanding both personal and collective barriers, participants will leave with clear, actionable strategies to regain momentum and create more purposeful progress in their work and life.

## Bouncing Back: Learning from Failure and Building Resilience

This course explores the inevitability of failure and its role in developing personal and professional resilience. Participants examine their own responses to challenges and setbacks, gaining insights into how adversity shapes emotional and professional growth. The programme introduces practical tools and techniques to respond constructively to failure, helping delegates recover, adapt, and learn from difficult experiences. Through reflection, discussion, and shared experiences, participants develop a deeper understanding of resilience as a skill and learn how to navigate uncertainty with confidence. This course supports individuals in transforming setbacks into opportunities for growth and strengthened performance.

Building Personal Resilience

This course helps participants develop resilience as a practical skill to navigate change, uncertainty, and workplace pressures. Through reflection and discussion, delegates explore how change impacts wellbeing and performance and learn to recognise the signs of low resilience in themselves. The programme introduces four key components of resilience and guides participants in applying these to their daily roles, enabling them to respond to challenges with confidence and adaptability. By focusing on personal strategies for growth and coping, participants leave equipped to manage stress, maintain wellbeing, and thrive in dynamic and demanding environments.

Design Your Work-Life: Positive Habits for a Better Balance

This course focuses on the connection between daily habits and overall wellbeing, equipping participants with practical strategies to enhance both professional and personal life. Delegates explore the impact of their current habits on energy, stress levels, and resilience, gaining insights into small, manageable changes that can improve work-life balance. Through reflection and interactive exercises, participants increase self-awareness and learn techniques to start each day with a positive mindset. The programme concludes with a 21-day habit challenge, encouraging immediate action and the embedding of new routines to support sustained wellbeing, productivity, and a healthier, more balanced lifestyle.

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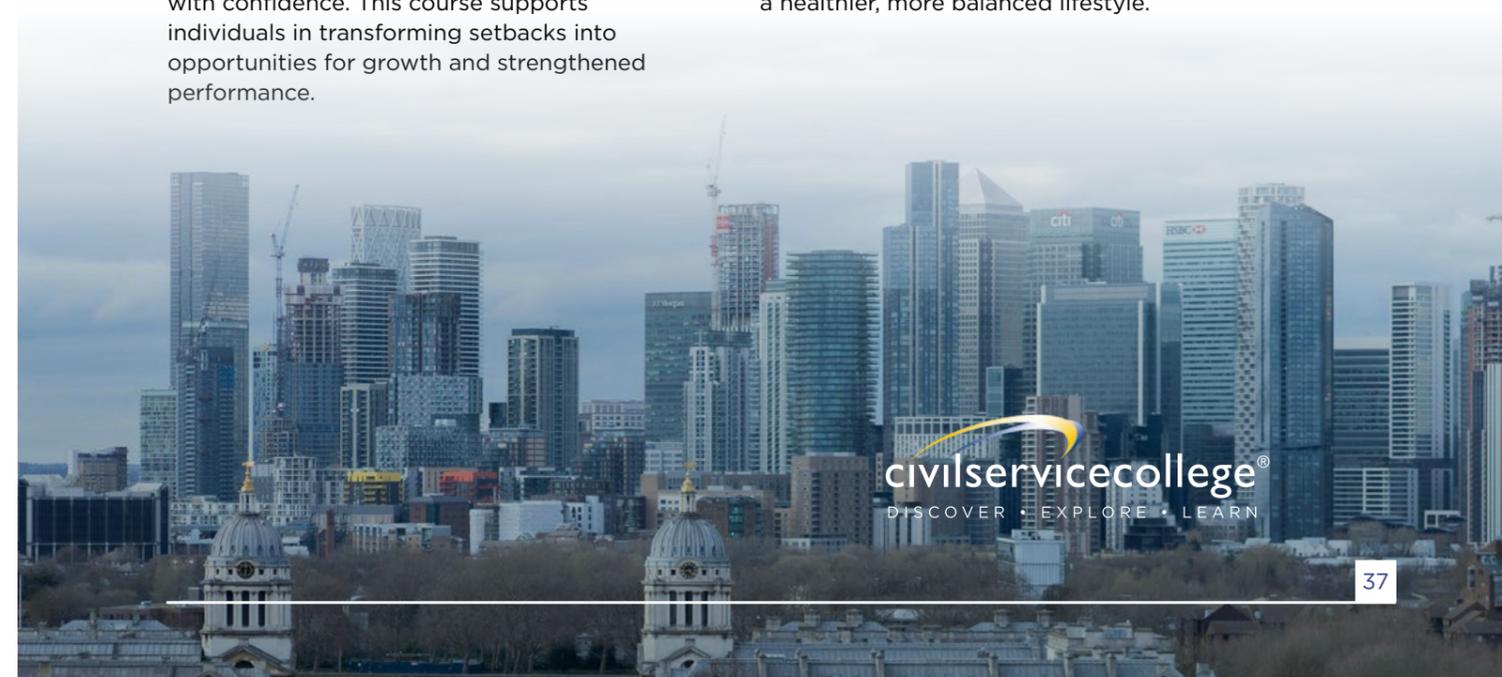
Wellbeing & Resilience *continued*

Embracing Neurodiversity: Beyond Unmasked

This course supports neurodivergent individuals in building self-confidence and embracing their strengths. Participants explore how negative beliefs and experiences impact their confidence, and learn science-backed techniques to manage emotional regulation and replace limiting thought patterns with positive, actionable habits. Through interactive discussions and shared experiences, delegates gain insight into how their neurodivergence affects their personal and professional lives, while developing tools to navigate challenges more effectively. By the end of the day, participants leave with a personalised action plan, a toolkit to maintain and grow confidence, and strategies to live authentically while leveraging their unique strengths for long-term wellbeing and success.

Mental Health Awareness

This course equips participants with the knowledge and skills to recognise, understand, and support mental health in the workplace. Delegates gain insight into common mental health conditions, how they can manifest, and practical ways to promote wellbeing for themselves and colleagues. Through interactive discussions, participants learn to spot early signs of mental ill-health, understand the legal responsibilities of employers, and explore supportive strategies and workplace adjustments. By the end of the course, delegates are able to create a more inclusive, understanding, and positive environment, helping to reduce stigma and foster a culture where mental health is openly acknowledged and supported.

Understanding and Developing Your Resilience

This course helps participants explore and strengthen their personal resilience to navigate change, uncertainty, and workplace challenges. Delegates learn to recognise the signs of low resilience, understand the four key components of resilience, and apply practical strategies to integrate these into everyday roles. Through interactive exercises and group discussions, participants reflect on how change and uncertainty affect them, and discover steps to develop their ability to adapt, recover, and thrive. By the end of the course, delegates gain practical tools and insights to enhance their wellbeing, maintain performance under pressure, and approach challenges with confidence and composure.

Wellbeing for Men: A Modern Approach to Men's Mental & Emotional Health

This course supports men in understanding and strengthening their mental and emotional wellbeing. Participants explore the impact of societal expectations and generational patterns on men's mental health, gaining practical strategies to build resilience, manage stress, and develop daily habits that promote wellbeing. Through guided exercises and discussions, delegates learn to cultivate connection, express emotions effectively, and build confidence. The course provides tools to foster vulnerability, positive mindset, and self-esteem, enabling participants to navigate challenges and show up courageously in both personal and professional life. It offers a safe, supportive space for reflection, growth, and practical application.

Public Course Calendar – 2026

Name of the course	Fee	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov
ACCOUNTABILITY & GOVERNANCE												
Accountability & Governance for Arm's Length Bodies	£650	21		18			17				13	19
Being an Effective Non-Executive Director	£650			3			9					
Introduction To Audit & Risk Assurance Committees	£650		12		19		21					
Public Accountability for New Accounting Officers	£650	25				7		8				18
COMMUNICATIONS												
Be an Influential Voice: Communication for Finance Function Professionals	£625		12			14						
Everyday Presentations: Speak and Influence with Impact	£595			5			11			9		12
Mastering Great Performances in Public Speaking	£625				16			14		17		
Persuasive Storytelling	£595		26									
Practical Minutes & Note Taking Skills	£595	15										
Precise Writing with Impact	£595	28		19			16			3		
Report Writing	£595		11			13						
Speechwriting	£595		5			14						
Writing and Delivering Effective Briefings	£625	27		26		28						
DATA, DIGITAL & TECHNOLOGY												
Data Visualisation: Bringing Data To Life	£595	14		18				23			14	
FINANCIAL MANAGEMENT												
Achieving Value for Money	£595			5					8			
Creating Effective Business Cases	£625			4		10						
Finance Essentials	£625	20		11			3			16		12
Managing Public Money	£625			25				16				
FUNDAMENTALS OF PUBLIC ADMINISTRATION & GOVERNMENT												
How does Whitehall really work?	£595				17			14				
LEADERSHIP AND MANAGEMENT												
Coaching and Mentoring Skills for Leaders	£650			26				28				
Introduction to Management	£595		5			21						
Leading With Impact and Purpose	£650	28				5						
Leading in the Age of AI - Setting Organisational AI Strategy	£595			19		5						
Strategic Thinking	£625		10				4					
Systems Thinking for Impact	£595		18		6							
PERSONAL DEVELOPMENT												
Assertiveness For Women	£625		3			20						
Building Relations & Asserting Influence	£595			25		13						
Overcoming Impostor Syndrome	£595		4			12		7				
POLICY SKILLS												
Effective Policy Making	£625	21		10			23					
Policy Implementation: Delivering Results	£595		11					16				
LAW & LEGAL AWARENESS												
Legal Awareness for Regulators	£595		19								14	

HOW TO BOOK

Website

1. Your fastest option: Book your course using our online booking form: **https://www.civilservicecollege.org.uk/ training**

2. Select the "BOOK" button and fill in the booking form.

3. A representative will contact you via email to confirm your booking and assist you with next steps after registration

Email

Email enquiries@civilservicecollege.org.uk to receive more information about your selected training course.

Our Trainers and Speakers

Our trainers are carefully chosen experts with extensive experience in delivering high-impact training across the UK public sector. Many have held senior government roles, bringing real-world insights that make learning immediately practical and relevant. Delegates repeatedly highlight the value of their expertise in bridging theory and practice.

All our trainers have operated at the heart of UK government or with political and administrative institutions across the EU
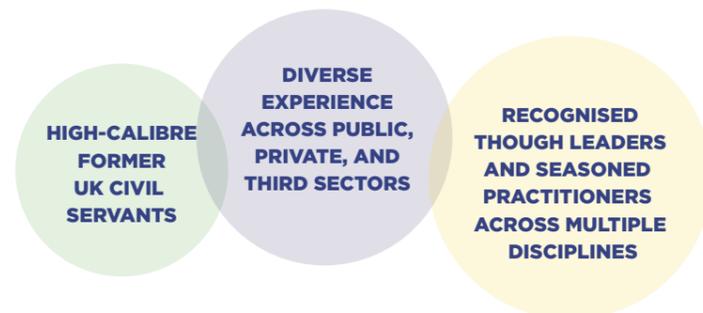
and beyond. They are among the most accomplished professionals in the field, continually shaping public sector thinking through their publications, research, and thought leadership. Many are chartered fellows of CIPD, with decades of experience supporting individual and organisational development across the UK civil service.

With CSC trainers, delegates gain more than knowledge - they gain access to seasoned practitioners who bring policy, leadership, and management to life.

Notable Previous Roles of Our Trainers Include

DIRECTOR, RISK AND ASSURANCE AT THE MOJ AND DIRECTOR IN HM TREASURY'S GOVERNMENT FINANCE FUNCTION

CHIEF SPECIAL ADVISER IN THE WELSH GOVERNMENT

DIRECTOR OF INFORMATION POLICY AND SERVICES

DIRECTOR OF THE THAMES VALLEY VIOLENCE REDUCTION UNIT

STRATEGY PROJECT DIRECTOR AT THE FCO

HEAD OF HR AND TRAINING AT THE UK PRIME MINISTER'S OFFICE

CHIEF CORONER OF ENGLAND AND WALES

SENIOR POLICY ADVISER AT THE OFFICE OF THE DEPUTY PRIM MINISTER

HEAD OF TALENT DEVELOPMENT IN THE DEPARTMENT OF HEALTH

Characteristics of Our Trainers

HIGH-CALIBRE FORMER UK CIVIL SERVANTS

DIVERSE EXPERIENCE ACROSS PUBLIC, PRIVATE, AND THIRD SECTORS

RECOGNISED THOUGH LEADERS AND SEASONED PRACTITIONERS ACROSS MULTIPLE DISCIPLINES

"We are a strategic partner in learning and development, empowering governments to build capability and drive lasting impact. ""

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Our Trainers

Fiona Fairbairn

Fiona is Chartered Accountant (FCA) and Business Finance Professional with 20+ years public sector finance and communications experience across DWP, DH, MoJ and HM Treasury. As a Senior Civil Servant she led Standards and Communications in the Government Finance Function and drove the creation and rollout of the first Functional Standard for Finance to improve performance and value for money. Her background includes Private Office work and ministerial liaison, delivering pragmatic, cost-effective outcomes. An MCIPR member, Fiona is known for building collaborative partnerships, providing strategic financial advice and translating governance standards into practical action that improves organisational performance.

Niran Mothada

Niran is an executive leader with 22 years' Civil Service experience across HMRC, Cabinet Office, HM Treasury, the Home Office and DEFRA, now leading strategy and communications at the GLA. She specialises in strategy, policy, operations, resilience and large-scale change in politically sensitive and media-intensive environments. Niran has established new teams, led cross-government programmes and built consensus across complex partner ecosystems to deliver national and regional strategies. Her strengths include operational design, intelligence & analysis, media and government relations, and coaching high-performing teams to accelerate delivery. A committed diversity champion, she brings disciplined programme delivery and stakeholder diplomacy to high-stakes public service challenges.

Mark Williams

Mark combines Big Four and global consultancy leadership with HM Treasury and Cabinet Office experience, specialising in public services, infrastructure and commercial decision-making. A qualified accountant, he has led major advisory programmes and training worldwide, piloting World Bank PPP training in the Middle East and East Africa and sponsoring a major public-services L&D programme for a Big Four firm. He led the training workstream on the Green Book review (2020) and has delivered HM Treasury's Better Business Case (decision making) training to over 3,000 public servants and suppliers via CIPFA and ICAEW. Mark also brings NED experience and a pragmatic blend of finance, project and sustainability expertise

Mark Ripley

Mark is a specialist in risk, assurance and internal audit with senior leadership experience across central government. His roles include Director, Risk & Assurance at the Ministry of Justice; Group Chief Internal Auditor at DWP; Director in the Government Internal Audit Agency; and Head of the European Social Fund Audit Authority. At HM Treasury he led risk and assurance policy for the Government Finance Function, advising the Civil Service Board and updating the government's Orange Book risk management standard. A Fellow of the Chartered Institute of Internal Auditors (FCIIA) and a Chartered Management Accountant (FCMA), Mark brings rigorous governance, assurance design and practical risk leadership

Matt Greenough

Matt is a strategic communications leader with senior experience in government and political campaigning. He served as Chief Special Adviser in the Welsh Government, advising the First Minister on communications, policy and delivery, and previously led media and education special advisory roles. Matt was Director of Communications for the Labour Party in Wales during the 2016 Assembly election campaign and has led high-profile speechwriting, crisis communications and stakeholder engagement work. He now runs Words Matter, providing editorial and communications counsel to clients including the United Nations. Matt specialises in speechwriting, media handling, senior-team briefing and translating policy into persuasive narrative.

Angela Blacklaw

Angela is an organisational development and leadership specialist with two decades supporting learning, talent and change in the civil service and healthcare. Formerly Head of Talent Development at the Department of Health, she has been an associate with Ernst & Young, Korn Ferry and the Civil Service College and is on the NHS Leadership Academy faculty. Angela designs and facilitates leadership development, coaching and resilience programmes for diverse cohorts — from analysts and clinicians to judges. Her practice emphasises warm, honest coaching relationships and practical development. Qualifications include Fellowship of the CIPD, a Certificate in Organisation Development (NTL) and an MSc in Human Resources.

Mel Owers

Mel is a seasoned HR and OD consultant and Chartered Fellow of the CIPD with 20+ years' experience in strategic and operational people work. Having led HR and organisational development roles in the Civil Service, Mel now delivers management training, assessment and executive coaching across sectors. He is qualified in psychometrics (MBTI, OPQ, 16PF, EQ-i 2.0), Prince2 project management and business coaching, and brings extensive experience in leadership, interpersonal skills and emotional intelligence development. Mel has acted as a CIPD experience assessor, led international HR assessments and frequently integrates psychometrics into tailored leadership programmes to improve decision-making and team performance.

Professor Stan Gilmour

Professor Stan Gilmour is a Professor of Practice and Course Leader in Systems Thinking for Public Service Leaders at Keele University, with senior research appointments at Exeter and external assessor roles for Cambridge. After a distinguished 30-year policing career, he has advised the FCDO, NPCC, OSCE and UNODC on violence prevention, multiagency collaboration and data-driven policy. As Director of the Thames Valley Violence Reduction Unit (2020–23) he led multiagency programmes and a cloud-based data platform later adopted nationally. A recognised author and editor on organised crime and policing, Stan holds the King's Police Medal and fellowships across policing and public policy bodies.

Thomas Foster

Thomas has been a senior policy and public affairs practitioner in the Civil Service since 2009, contributing to Coalition negotiations, the emergency Spending Review and the design of Universal Credit. He built and led the Department for Transport's Briefing & Public Affairs team during a major era of rail franchising, and now works on large-scale open data and regulatory reviews in local transport, including taxi and private hire policy. Thomas combines policy, regulatory and stakeholder background with private-sector background in executive search for financial services. He brings practical delivery experience across programme design, communications and complex cross-government stakeholder engagement.

Advisors

Mike Driver CB

Mike joined the Department of Health & Social Security in 1979 straight from school and spent his first six years in the Civil Service delivering services to customers. He worked in operational delivery before moving into regional management and thereafter fulfilled a range of policy and finance roles.

He is a CIPFA-qualified accountant and has held a variety of Finance Director roles, both corporate and operational. He was promoted to Chief Financial Officer (CFO) at the Department for Work & Pensions in 2012. From April 2016, he was appointed CFO for the Ministry of Justice (MoJ) and, from July 2017 to August 2020, Mike was Head of the Government Finance Function, HM Treasury.

As Head of the GFF, he focused on driving forward the agenda to strengthen the finance function's critical role at the heart of government, ensuring better political and business outcomes. Beginning in August 2020, Mike spent six months as Interim Permanent Secretary at the Ministry of Justice before being appointed the Senior Responsible Officer for the Borders and Managed Quarantine Service.

In September 2021, after 42 years, Mike retired from the Civil Service and now has a portfolio career. He is currently the Independent Chair of the Shared Services Connected Ltd (SSCL) Board and Chair of the Royal Institute of Chartered Surveyors' Audit Committee. Mike is a member of the CIPFA Board and Council and was CIPFA President for 2021/22. He is also a member and Fellow of the Chartered Institute of Management Accountants.

In the 2018 Queen's Birthday Honours list, Mike was named a Companion of the Order of Bath in recognition of his contributions to the Civil Service. From September 2022, Mike joined Civil Service College as an Advisor on public financial management learning development and quality assurance.

Previous roles in government
2020–2021:
Interim Permanent Secretary
2018–2020: Non-Executive Director:
2017–2020: Head of the Government Finance Function
2017–2020: Chief Financial Officer
2013–2016: Director General, Finance

Sir Philip Rutnam KCB

Sir Philip Rutnam joined the Civil Service in 1987 and is a distinguished public servant. Sir Philip Rutnam joined the Civil Service in 1987 and is a distinguished public servant

Sir Philip was Permanent Secretary at the Home Office from April 2017 to February 2020. Prior to that, he served as Permanent Secretary at the Department for Transport for five years. In April 2015, he became the Civil Service Disability Champion.

He previously served as Director General, Business and Skills, at the Department for Business, Innovation and Skills (BIS), where he was responsible for policy towards industry and enterprise — including economic development across the regions, support for small businesses, and further education policy such as apprenticeships and the Skills Funding Agency.

Before BIS, Sir Philip worked at Ofcom, where he helped establish the organisation and led its work on competition, economic regulation, and use of the radio spectrum. He was a Partner at Ofcom from 2003 and a member of the Ofcom Board from 2007 to 2009.

A former senior Treasury official, Sir Philip's career also includes working in corporate finance at Morgan Stanley in Hong Kong, serving as Private Secretary to the Financial Secretary, and overseeing the Treasury's interest in business and enterprise. He also represented the UK at the European Investment Bank.

Sir Philip was appointed a Knight Commander of the Order of the Bath (KCB) in the 2018 New Year Honours for public service. He was educated at Cambridge and Harvard.

> **"** If we want better decisions that lead to better services, we have to back the people who make them. Financial capability, data literacy, digital & AI awareness and the understanding of the challenges of implementation aren't 'nice to have'; they protect public value and trust, and drive smarter choices across government. **"**

> **"** The future of the Civil Service depends on leaders and teams who can adapt to change while holding fast to public purpose. Learning that builds strategic judgement, digital fluency and courageous leadership will be the differentiator between organisations that survive disruption and those that shape it. **"**

Organisations we work with

Testimonials

Security Industry Authority

"Civil Service College provided an excellent engaging training programme that combined, relevant learning and practical outcomes for our Senior leadership team, delivered by a highly knowledgeable trainer.

They consistently demonstrated flexibility, professionalism and expertise in all our communication with them, making Civil Service College a valuable partner in supporting the learning and development of our senior leaders."

Martyn May
Operational Trainer, People Services

Agriculture and Horticulture Development Board

"The training was fabulous!

Really good – we loved the content and Angela's style really suited us.

Some of the group have already tried the new skills and set up a Teams chat to share tips.

I would say we are all really happy!"

Elaine McGladdery
Learning and Development Business Partner

Ministry of Justice

"The Civil Service College has provided an array of excellent training courses for our Data and Analysis Directorate. These have varied from Policy, Communication and Project Management to softer skills such as Successful Introvert and Overcoming Imposter Syndrome. Andrea, has worked with us to tailor every single course provided so that it meets the specific needs of our staff and gives them a learning experience that is valuable to our staff's development.

All the training facilitator's chosen have been of an exceptional standard. They provide interactive sessions that really get the staff engaged in the topic, are patient and really know their subject matter. The feedback we receive after the courses has been amazing, with many courses being re-requested due to the popularity.

With Mental Health and Wellbeing now being such a priority, CSC worked seamlessly with us to provide a new series of Wellbeing Webinars, that covered an array of subjects, breaking down the stigma attached around this arena. With the introduction of a new male trainer, who spoke with passion and honestly, I am delighted to say they have been a huge hit within Data and Analysis.

CSC listen, they care and they provide exactly what it is we want. I couldn't recommend them highly enough and will continue to enjoy working with them for the foreseeable future".

Claire Kaya
Staff Engagement and Development Manager

NHS England

How Government Allocates and Approves Funding for Revenue Budgets and Capital Projects

"Thank you so much for arranging such a useful session today. I just wanted to let you know that both speakers were amazing. Maurice was so engaging and I was mega impressed at his ability to maintain it for a whole day for a topic that can be dry. His examples, clarifications and summaries of big budgets for big projects and his business case/ business justification teaching were really good. I particularly liked that he did challenge all of us to get our heads around things we would not normally even consider exploring, which is the point of a leadership development programme I feel. It was interesting to see some people struggle today with moving from what they know and do well now (single issue deep level of expertise) to what they might do as leaders of broader systems requiring trust and reliance on others who are narrow field experts and an understanding of the even broader system context (in this case financial and political).

I learned a lot today, and I am really grateful for the opportunity. Many lightbulb moments, many really practical and thought provoking discussions about why projects fail, why business cases are rejected and why to stay away from financial modelling if not an expert.

The NUH speaker put a lot of the trust level context for the above for us, and this felt comfortable to clinicians".

The HTA

"The HTA commissioned Civil Service College to deliver two tailored courses ('Honest Conversations' and 'Precise Writing') in 2024/25. The HTA found Civil Service College well-organised, with proactive trainers who worked with the HTA to ensure the courses met our needs. We received overwhelmingly positive feedback on the courses from all participants".

Nicolette Harrison
Director of Regulation

British Virgin Islands London Office

Communications Training

"Once again, I wish to thank you and your team at the UK Civil Service College for facilitating the recently completed hybrid certificate course for the BVI London office team and our seven colleagues from the BVI Government. Your stellar reputation really does speak for itself".

> **" Our trainers are experienced practitioners and respected educators, combining frontline public sector knowledge with academic depth. "**

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DISCOVER • EXPLORE • LEARN

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