



moderngov



Training Catalogue

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About Us

Since 2006, ModernGov has provided CPD-certified training to over 100,000 professionals across the public sector.

We specialise in tailored training for teams, working closely with organisations to design and deliver programmes that meet specific goals. Whether you need to build leadership capability, improve communication, or upskill teams in policy, data or project delivery, our expert trainers create sessions relevant to your challenges.

Each course begins with a detailed consultation to understand your needs and ends with a post-course evaluation to measure success. Training is available in person, online or hybrid and designed around your schedule.



Development



Skills



Learning



Training

To learn more or plan a tailored course for your team, contact us on:

inhouse@moderngov.com 

0800 542 9440 

www.moderngov.com 

Here's Our 5 Step Process



How We Work

We offer flexible training options to suit your team's schedule, location and learning style:

Delivery Options

- From one-hour sessions to half-day or full-day workshops
- Multi-day or modular programmes
- 1:1 leadership coaching and mentoring

Format Options

- Tailored in-house or some availability for open access courses for individuals
- Face-to-face, virtual or hybrid delivery
- Blended learning with live sessions, toolkits and post-course support

We'll work with you to design the right combination of format, length and content to meet your team's goals.

Our Most In-Demand Team Courses

We work with you to identify your team's real challenges, skill gaps and growth opportunities. Then we tailor practical, high-impact training around those needs, not just off-the-shelf content, but development that drives real change.

Explore our most popular courses below, or let us create a programme designed just for your team:

- 1. AI Readiness & Microsoft Copilot for the Public Sector**
Prepare for the future by integrating AI tools to enhance productivity and service delivery.
- 2. Speaking and Presenting with Impact**
Develop confident communication skills to engage and influence any audience.
- 3. Leadership and Management Essentials**
Build core leadership capabilities to lead teams and projects effectively.
- 4. Successful Writing Skills: Policies, Procedures, Reports and More**
Master clear, concise writing tailored to public sector documents and communications.
- 5. Effective Written Responses to Complaints**
Learn techniques for professional, empathetic and solution-focused complaint handling.
- 6. Telling Stories with Data: Analytics, Insights & Visualisations**
Transform complex data into clear visuals and compelling narratives that inform decisions.
- 7. Confident Communication for Women**
Empower women with strategies to communicate assertively and authentically in the workplace.
- 8. Digital Transformation in the Public Sector**
Navigate digital change with tools and strategies to modernise services and operations.

- 9. Project and Change Management Essentials**
Apply practical frameworks to successfully manage projects and organisational change.
- 10. Managing Public Sector Contracts**
Learn how to oversee contracts effectively, ensuring compliance, managing risk, and maintaining strong supplier relationships to deliver public value.
- 11. Diversity, Equity, and Inclusion (DEI) in Public Services**
Foster inclusive environments and equitable service delivery for diverse communities.
- 12. Data Protection and GDPR Compliance**
Understand legal requirements and best practices for managing public sector data securely.
- 13. Crisis Management and Resilience Planning**
Prepare for, respond to and recover from emergencies with confidence and clarity.
- 14. Effective Stakeholder Engagement and Consultation**
Build meaningful relationships through transparent communication and collaboration.
- 15. Time Management and Productivity for Public Sector Professionals**
Maximise your efficiency with tools and techniques for managing workload and priorities.
- 16. Financial Management and Budgeting in the Public Sector**
Gain essential skills in budgeting, financial planning and accountability.
- 17. Emotional Intelligence and Stress Management**
Enhance self-awareness and coping strategies for high-pressure environments.
- 18. Media Training and Public Relations**
Manage media interactions effectively to maintain a positive public image.

Training Topics

Leadership & Management



Communication & Influence



Digital, Data & Future Skills



Project Delivery & Procurement



Policy & Governance



Retention & Culture



Customer Service & Public-Facing Skills



Leadership & Management

Tailored training and development programmes to equip public sector leaders with the skills to motivate, manage and lead in complex environments.

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What We Offer

We provide targeted and tailored development for leaders at all levels, from new managers to experienced senior leaders, all grounded in real public sector challenges. Our core leadership and management topics include:

First-Time and Aspiring Manager Essentials

Build foundational skills in leadership mindset, communication and accountability for those stepping into leadership roles.

Core Leadership Skills for Public Sector Managers

Develop day-to-day confidence in managing teams, time and performance under pressure.

Leading High-Performing and Agile Teams

Learn how to foster agility, trust and ownership to boost team performance in fast-changing environments.

Advanced Leadership and Strategic Thinking

Equip experienced leaders with the tools to think strategically, influence stakeholders and lead through uncertainty.

Developing Resilient and Emotionally Intelligent Leaders

Strengthen resilience, adaptability and emotional intelligence to lead with clarity and compassion.

Building a Positive, Inclusive Team Culture

Create inclusive, respectful and psychologically safe teams where everyone can thrive.

Performance Management and Difficult Conversations

Learn how to give feedback, address underperformance and have productive, honest conversations.

Coaching Skills for Managers

Cultivate a coaching mindset to develop others, build trust and encourage continuous improvement.

Leading Through Change and Transformation

Support your team through restructures, policy shifts and digital transformation.

Remote and Hybrid Leadership

Lead effectively across locations, ensuring connection, wellbeing and accountability.

Strategic Decision-Making for Public Sector Leaders

Make confident, evidence-based decisions aligned with organisational goals and public value.

Leading Across Boundaries and Silos

Develop collaborative leadership skills to work effectively across departments, agencies, or sectors.

Political Awareness and Stakeholder Navigation

Understand how to influence, manage upwards and navigate complex political or stakeholder landscapes with confidence.

Ethical Leadership and Public Accountability

Explore how to lead with integrity, uphold public trust and make ethical decisions in high-stakes environments.

Succession Planning and Talent Development

Learn how to spot potential, support career development and build future leadership capacity within your organisation.

Inclusive Leadership and Tackling Bias

Strengthen your ability to lead inclusively, challenge bias and build equitable, high-performing teams.

Digital Leadership and Leading Innovation

Gain confidence in championing digital change and service innovation, even without a technical background.

Board and Committee Leadership

Develop the skills to chair meetings, influence governance decisions and lead effectively in formal boardroom settings.

Mix. Match. Customise.

You don't have to choose just one. We can combine elements from across these topics to create a tailored programme that meets your team's exact needs, development goals and working context.

Whether you're looking for a one-off session for a team or a long-term leadership pathway for your whole organisation, we'll work with you to design something truly relevant, practical and impactful, built from the parts that matter most to your people.

[VIEW SAMPLE AGENDAS](#)

Why It Matters

62% of public sector managers say they have had no formal leadership training yet are expected to lead teams through complex challenges.

Strong leadership improves staff retention, engagement and public service outcomes.

Our programmes are grounded in real public sector challenges and tailored to your teams goals, roles and working environment.

Investing in leadership development builds confident, capable teams who can adapt, perform and lead through change.

Success Stories

"I will be reflecting on the knowledge, skills and ideas from this course for a while to come. I have already acted upon some of my action plan and I look forward to doing more. I feel empowered and invigorated to progress, thrive and share my learning with others."

Road Safety and Partnerships Manager, Dorset & Wiltshire Fire and Rescue Service

"When I signed up for this course I didn't realise that I would learn so much about myself, and think about the needs of my team and organisation. I am inspired to go and review the type of manager I need to be to keep my team motivated and performing. The delivery was great, and the course materials are invaluable"

Finance Team Manager, Connected Voice

"The trainer pace is just right, the content is thought provoking and the takeaways really enable constructive, strategic conversations to be had that will take your organisation forward."

Learning and Development Manager, Regulator of Social Housing

"The most engaging course I have attended in over 30 years"

Policy Advisor, Department of Transport

Leadership Training In Action

Department for Environment, Food and Rural Affairs (DEFRA)

- Challenge:** Emerging managers required foundational leadership skills to transition into managerial roles effectively.
- Approach:** Delivered the “Leadership Skills for Emerging Managers” course, focusing on team dynamics, trust-building and communication strategies.
- Results:**
- Enhanced managerial confidence and team engagement.
 - Positive feedback highlighting the course’s relevance and applicability.

Regulator of Social Housing

- Challenge:** Senior leaders sought to implement a 360-degree feedback process to foster a culture of continuous improvement.
- Approach:** Conducted a tailored workshop on implementing effective 360 feedback mechanisms within the organisation.
- Results:**
- Established a structured feedback process leading to improved leadership development.
 - Increased employee engagement through transparent feedback channels.

Dorset & Wiltshire Fire and Rescue Service

- Challenge:** Female leaders aimed to build confidence and assertiveness in their leadership roles.
- Approach:** Facilitated the “Women in Leadership” course, addressing challenges unique to women in leadership positions and providing strategies for empowerment.
- Results:**
- Participants reported increased confidence and a proactive approach to leadership challenges.
 - Development of actionable plans to overcome barriers and enhance leadership effectiveness.



Communication & Influence

Build Confidence, Impact and Influence in Every Conversation, Email, Presentation, Document or Meeting.

Help your team communicate clearly, persuasively and professionally with expert-led training tailored to the demands of your working in the public sector.

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What We Offer

Empower your teams to communicate with clarity, confidence and impact, both verbally and in writing. Our programmes help individuals at all levels develop the techniques and self-assurance needed to influence, collaborate and lead effectively across the public sector.

Confident Communication and Assertiveness

Develop presence, clarity and confidence in all workplace interactions..

Influencing and Negotiating Upwards

Gain buy-in and shape outcomes through persuasive, strategic communication.

Influencing in Hybrid and Virtual Settings

Build presence, engagement and clarity when communicating remotely.

Presenting with Impact

Speak confidently and persuasively in meetings, pitches or formal presentations.

Storytelling for Influence

Turn data and strategy into engaging, accessible narratives that inspire action.

Handling Difficult Conversations

Navigate sensitive issues with empathy and professionalism.

Communicating Through Change

Support and align teams through periods of uncertainty and transformation.

Inclusive and Accessible Communication

Use clear, respectful language that works for diverse audiences.

Resilience and Mindset for Communicators

Stay composed and grounded under pressure with practical mindset strategies.

Strategic Stakeholder Communication

Build trust, manage expectations and influence key partners effectively.

Confident Communication for Women

Equip women with tools to speak up, lead with confidence and navigate workplace dynamics.

Effective Briefings and Submissions

Produce concise, impactful documents tailored for senior audiences and decision-makers.

Effective Report Writing

Create structured, purposeful reports that inform and influence.

Advanced Minute Taking

Accurately capture decisions and actions from complex meetings.

Effective Copywriting for the Public Sector

Write clearly and persuasively across websites, emails, social media and more.

Writing in Plain English

Replace jargon with clarity and ensure your message is easily understood.

Business Critical Writing

Improve the tone, structure and impact of key communications including letters, emails and briefs.

Communicating with Senior Stakeholders and Elected Officials

Tailor tone, content and delivery for high-stakes conversations with MPs, ministers, board members and other senior figures.

Facilitation Skills for Leaders and Teams

Build confidence in leading structured discussions, workshops and meetings that drive alignment and collaboration.

Cross-Cultural and International Communication

Develop the awareness and adaptability to communicate effectively across cultures in international, diplomatic or diverse UK settings.

Empathy-Led Communication Under Scrutiny

Craft messages with clarity and emotional intelligence, especially when addressing public concerns or crisis situations.

Science and Technical Communication for Non-Experts

Help technical professionals and analysts explain complex ideas clearly to general audiences, stakeholders or decision-makers.

Communicating Policy and Strategy Clearly

Translate policy and strategic objectives into language that engages internal teams and external audiences alike

Hosting and Chairing Effective Meetings

Strengthen confidence and structure for leading productive, inclusive meetings, virtually or in person.

Digital Etiquette and Professional Communication Online

Establish strong, consistent communication standards for Teams, Slack, email and other online platforms.

Formatting and Editing AI Generated Content

Ensure AI-created content is accurate, appropriate and human-ready. Strengthen editing skills and understand where human judgement is essential.

Human Communication in an AI World

Strengthen the human skills that AI can't replicate, empathy, nuance, trust-building and critical thinking. Explore how to complement automation with authentic, people-first communication that truly connects.

Mix. Match. Customise.

You don't have to choose just one. We can combine elements from across these topics to create a tailored programme that meets your team's exact needs, development goals and working context.

Whether you're looking for a one-off session for a team or a long-term leadership pathway for your whole organisation, we'll work with you to design something truly relevant, practical and impactful, built from the parts that matter most to your people.

[VIEW SAMPLE AGENDAS](#)

Why It Matters

Clear and confident communication strengthens collaboration, trust and decision-making across teams and services

Strong writing skills reduce ambiguity, improve efficiency and support transparency

Tailored development helps teams engage effectively in person, in writing and in virtual settings

Influential communication enables public sector professionals to gain support and navigate complex stakeholder relationships

Success Stories

"The course content was practical and relevant, enabling us to handle difficult conversations with greater ease and professionalism."

Learning and Development Manager, Local Authority

"The days were excellent, good use of discussion, group work and reflective work, as well as team collaboration and support. Thank you!"

Senior Nurse, Leeds Teaching Hospitals NHS Trust

"Sue was amazing and engaging. She made it straightforward and simple to understand, what could have been a very dry subject."

Public Liaison Officer, DVS

"Very practical techniques so I can see immediately how I can practise bringing them into my day to day."

Team Leader, Department for Environment, Food and Rural Affairs

Communication Training In Action

City of Westminster Council - Effective Briefings and Submissions

- Challenge:** 25 members of the Strategy, Performance, Analysis, and Business Support teams wanted to improve their briefings and submissions by learning how to read quickly, identify crucial facts, and gain a range of techniques to create consistent documents for their busy workplace.
- Approach:** Delivered a tailored course focusing on effective briefing and submission techniques.
- Results:** ➤ Enhanced ability to produce clear and concise documents, improving internal communication efficiency.

KeyRing (Adult Social Care Provider) - Speaking with Impact

- Challenge:** Helen, Director of Resources, needed to speak with more impact and boost her presence in the workplace.
- Approach:** Attended the "Speaking with Impact" course to gain control of her presence and boost her focus and structure during everyday working tasks.
- Results:** ➤ Improved confidence and effectiveness in presentations and daily interactions.

Crown Commercial Service (CCS) - Effective Briefings and Submissions

- Challenge:** Teams across CCS needed clarity and influence in written reports and submission documents.
- Approach:** Delivered a combined virtual and face-to-face training session focused on crafting precise sentences, structured paragraphs and persuasive requests.
- Results:** ➤ Teams gained confidence in producing concise and effective briefing materials that better influence decision-makers.

Avon Fire and Rescue Service - Interview Techniques

- Challenge:** Recruitment teams required improved interview skills and stakeholder communication capability.
- Approach:** Tailored in-house training on best practice interview techniques, question design and candidate evaluation.
- Results:** ➤ Better structured interviews and enhanced recruitment outcomes

Nottingham Trent University - Presentation Skills

- Challenge:** Finance and Administration staff needed greater presentation confidence for high-level audiences.
- Approach:** Delivered tailored presentation skills training to help delegates structure and deliver effective business cases and pitches.
- Results:** ➤ Improved confidence and audience engagement during formal presentations

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Digital, Data & Future Skills

Build Digital Confidence and Future-Ready Skills Across Your Organisation

Tailored training and development programmed to equip public sector teams with the digital, data and AI skills to thrive in a fast-changing world.

What We Offer

We create adaptable, hands-on development programmes that help public sector professionals build essential digital, data-driven and future-focused skills, all rooted in real government and policy challenges.

Our programmes are designed for both technical and non-technical audiences and can be tailored to support digital maturity at every level.

Data Literacy & Analytics

Data Literacy and Storytelling

Learn to interpret data, visualise insights and communicate findings clearly, no technical background required.

Practical Data Analytics with Public Sector Use Cases

Solve real-world problems using spreadsheets, dashboards and analytics platforms, applying descriptive, diagnostic and predictive techniques.

Data-Informed Decision Making for Public Sector Teams

Strengthen decision-making using the right data sources, performance metrics and real-time insights.

Data Governance and Compliance Essentials

Understand your responsibilities under data protection law (GDPR and FOI), and how to collect, process and share data securely and lawfully.

Advanced Leadership and Strategic Thinking

Equip experienced leaders with the tools to think strategically, influence stakeholders and lead through uncertainty.

Advanced Leadership and Strategic Thinking

Equip experienced leaders with the tools to think strategically, influence stakeholders and lead through uncertainty.

AI & Automation

AI Awareness and Practical Applications in the Public Sector

Understand what AI is (and isn't), explore real-world use cases, and build confidence in working alongside AI systems.

Responsible and Ethical Use of AI

Identify risks such as bias, transparency, governance and public accountability, and learn how to mitigate them.

AI and Automation for Operational Efficiency

Explore how automation, chatbots and AI tools are improving workflows and service delivery across public services.

Digital Confidence & Transformation

Leading and Delivering Digital Transformation

Understand the principles of public sector digital transformation and equip yourself to lead change, sponsor projects, and shape digital strategy, even without a technical background.

Building Digital Confidence for the Public Sector

Develop the mindset and skills to work effectively in a digital-first environment, even without a technical background.

Digital Inclusion and Accessible Design Principles

Design services that work for everyone by applying inclusive design, accessibility standards and user-centred content principles.

Agile, Design & Risk Management

Cyber Awareness and Digital Risk Management

Recognise common threats, understand phishing, data breaches and ransomware, and support your organisation's digital security posture.

Agile Working and Digital Delivery Methods

Learn the principles of agile, user stories, sprint planning and iterative design to support collaborative, user-centred projects.

Digital Service Design Thinking

Apply service design principles to improve citizen journeys, reduce friction and co-create better digital experiences.

Mix. Match. Customise.

You don't have to choose just one. We can combine elements from across these topics to create a tailored programme that meets your team's exact needs, development goals and working context.

Whether you're looking for a one-off session for a team or a long-term leadership pathway for your whole organisation, we'll work with you to design something truly relevant, practical and impactful, built from the parts that matter most to your people.

[VIEW SAMPLE AGENDAS](#)

Why It Matters

Over 60% of public sector professionals say they need stronger digital skills to meet future job demands

New technologies like AI, automation and analytics are rapidly reshaping how government works

Upskilling in digital and data helps improve policy impact, citizen engagement, and service efficiency

Digital skills aren't just for tech teams, they're essential for everyone in a modern public service

Success Stories

"This Copilot session was an absolute game changer! Will make my job so much easier and save me a lot of time. Got to keep up to date or we'll get left behind. Massive thank you!"

DWP Senior Relationship Manager at Ministry of Justice

"Alan was amazing... I feel like I've come out at the other end of the spectrum and want to pursue a career in data science! 100% recommend."

London Borough of Tower Hamlets Senior LD Commissioner

"Good session to get anyone started with CoPilot"

Head of Planning, Governance and Reporting at Department for Work and Pensions

"This course was clear, practical and aimed at delivering the information and tips that would work in a real life setting"

ACU, Chevening Secretariat

Digital Skills Training In Action

Oxfam

- Challenge:** Oxfam needed a tailored training session that not only provided an overview of the UK Data Protection Act but also addressed how it applied to specific areas of their organisation.
- Approach:** Delivered a bespoke, in-house seminar focused on the core principles of the Data Protection Act, with content customised to reflect Oxfam's operational context and data responsibilities across teams.
- Results:**
- ▶ Increased understanding of data protection obligations across departments
 - ▶ Highly positive feedback on the relevance, clarity and interactive delivery
 - ▶ Strengthened organisational confidence in handling data in compliance with the DPA

Crown Commercial Service (CCS)

- Challenge:** CCS identified a growing need for non-technical teams to better understand artificial intelligence and its potential impact on procurement, commercial strategy and public sector delivery.
- Approach:** We delivered a tailored, in-house session on Understanding AI, designed to demystify key AI concepts, explore practical use cases relevant to CCS, and highlight risks and ethical considerations specific to public sector applications.
- Results:**
- ▶ Improved awareness and confidence in discussing AI across commercial and policy teams
 - ▶ Engaged discussion on how AI could support smarter procurement and risk management
 - ▶ Positive feedback on the clarity, pace and relevance of the session, especially for non-technical audiences

Government of Jersey

- Challenge:** Teams across the Government of Jersey needed to strengthen their ability to communicate data-driven insights clearly and persuasively to both internal stakeholders and the public.
- Approach:** We delivered a tailored Storytelling with Data session focused on turning complex datasets into compelling visual narratives. The course covered principles of effective visualisation, choosing the right charts, and using data to support evidence-based decisions in a public sector context.
- Results:**
- ▶ Greater confidence in presenting data clearly and impactfully
 - ▶ Improved understanding of how to tailor visual messages for different audiences
 - ▶ Positive feedback on the practical tools, examples, and real-time exercises that brought the concepts to life.



Project & Delivery Procurement

Strengthen Project Delivery & Procurement Capability Across Your Organisation

Practical, tailored training programmes that help public sector professionals deliver projects and procure goods and services with confidence, legal compliance and value.

What We Offer

We deliver practical training for public sector teams working in procurement, contract management, project delivery and fraud prevention. All programmes are grounded in government experience and tailored to your sector, priorities and level of risk.

Understanding Procurement Law and Procedures

Navigate the Procurement Act 2023, meet transparency requirements, and work effectively with SMEs while staying compliant with evolving procurement regulations.

Contract Management Essentials

Manage the full contract lifecycle with confidence, build strong supplier relationships, monitor performance using KPIs, and maintain supply chain resilience.

Ethical and Value-Driven Procurement

Deliver procurement that balances cost-effectiveness with public accountability, transparency and social value.

Counter-Fraud in Procurement and Finance

Recognise red flags, strengthen internal controls and apply practical anti-fraud measures relevant to public sector risks.

Business Cases and Benefits Management

Create robust, evidence-based business cases and use tools to plan, monitor and demonstrate public value and return on investment.

Embedding Social Value in Procurement

Incorporate social, environmental and community outcomes into procurement strategy and supplier evaluation.

Writing Winning Bids and Grant Applications

Craft strong, persuasive proposals to secure public funding, grants or contracts with clear, evidence-based content.

Financial Reporting for Public Bodies

Produce accurate, accessible and compliant financial reports tailored to public sector frameworks and stakeholder expectations.

Project Management Fundamentals

Build a structured approach to planning, delivery and governance, using tools to manage scope, time, cost and quality.

Stakeholder Engagement for Delivery Success

Work effectively with internal teams, partners and suppliers to build trust, manage expectations and keep projects on track.

Regulation, Oversight and Governance

Understand your oversight role in enforcing standards, embedding scrutiny and upholding compliance in project and procurement activity.

Managing Risk in Public Sector Projects

Identify and mitigate risks at each stage of delivery, respond to change and uncertainty, and maintain value for money.

Monitoring, Evaluation and Benefits Realisation

Define success upfront, track delivery progress and demonstrate impact using meaningful metrics and evaluation methods.

Project & Procurement Training for Public Sector Teams

Understanding ModernGov From Monitoring, Evaluation and Benefits Realisation to Change Management for Project Leads

Negotiation Skills for Public Sector Contracts

Equip staff with tools to negotiate fairly but effectively with suppliers, especially under constrained budgets or strict regulations.

Commercial Awareness for Non-Commercial Teams

Build understanding of markets, pricing strategies, and commercial drivers to help teams make better-informed decisions.

Sustainable Procurement

Go beyond social value to focus on environmental sustainability, circular economy, and net-zero targets in purchasing decisions.

Digital & Technology Procurement

Address challenges unique to commissioning digital services or software, including IP, agile delivery, and legacy systems.

Category Management in Public Procurement

Introduce strategic sourcing approaches to manage spend more effectively across high-value or complex categories.

Public Sector Budgeting & Cost Modelling

Help teams forecast, profile, and model costs in line with HM Treasury Green Book or spending review expectations.

Change Management for Project Leads

Support delivery teams in leading people through change, particularly when projects impact working culture or public service outcomes.

Mix. Match. Customise.

You don't have to choose just one. We can combine elements from across these topics to create a tailored programme that meets your team's exact needs, development goals and working context.

Whether you're looking for a one-off session for a team or a long-term leadership pathway for your whole organisation, we'll work with you to design something truly relevant, practical and impactful, built from the parts that matter most to your people.

[VIEW SAMPLE AGENDAS](#)

Why It Matters

42% of public sector projects experience delays, scope changes or cost overruns, often due to unclear governance, underdeveloped business cases or weak risk planning.

With £379 billion spent annually on UK public procurement, equipping teams with robust commercial, legal and delivery skills is essential to secure public value and avoid costly errors.

Increasing scrutiny from government, media and the public means procurement and project professionals must balance transparency, efficiency, and ethical standards in every decision.

Only 8% of public sector projects fully meet their original goals, a striking reminder of how critical strong planning, stakeholder alignment and delivery capability really are.

Success Stories

"I work with a number of teams on projects and will be able to contribute more effectively and feel able to challenge appropriately."

Education & Skills Funding Agency, Programme Support Officer

"My team runs project workshops to try to inform our processes across departments. This will impact the content and the other's understanding of the importance of project management"

Nottingham Trent University, Operations and Stakeholder Engagement Manager

"I will improve my tracking tools to be a more effective project manager, ensuring I conduct more reviews such as gate reviews throughout my projects."

UK Anti-Doping, Project Manager

"I really enjoyed the day, very engaging and I liked that the trainer uses to by name and put their efforts in to getting to know what we all wanted from the course"

UK Power Networks Limited, Training and Compliance Manager

Communication Training In Action

Government Legal Department

- Challenge:** The Government Legal Department (GLD) needed to enhance the project delivery confidence of legal professionals working alongside policy and operational teams. Staff required a better understanding of project management terminology, lifecycles, and risk approaches to more effectively contribute to multidisciplinary teams and advise on delivery-related legal matters.
- Approach:** ModernGov delivered a tailored in-house course on A Guide to Project Management, specifically designed for non-project managers in legal and advisory roles. The session provided a practical introduction to project stages, risk identification, governance frameworks, and communication with key stakeholders, all framed around public sector project examples.
- Results:**
- Improved understanding of core project management principles, tools and terminology
 - Greater ability to support delivery teams and advise on risk, governance and timelines
 - Positive feedback on the course's clarity, legal relevance and real-world applicability

Warwickshire College Group

- Challenge:** Warwickshire College Group sought to strengthen their internal procurement knowledge and ensure compliance with the evolving public procurement landscape. Staff involved in contract management and purchasing needed a clearer understanding of legal obligations, supplier engagement protocols, and the implications of the Procurement Act 2023.
- Approach:** ModernGov delivered a customised in-house session on Understanding Procurement Law and Procedures. The training focused on demystifying the new legislative requirements, clarifying procurement thresholds and routes, and building confidence in conducting compliant and transparent procurement activities within an education context.
- Results:**
- Increased awareness of the Procurement Act 2023 and its practical impact on procurement activities
 - Greater confidence in applying compliant procedures when selecting and managing suppliers
 - Strong feedback on the trainer's expertise and ability to make complex legal concepts accessible

UK Anti-Doping

- Challenge:** UK Anti-Doping needed to upskill staff involved in planning and delivering internal projects, with a focus on improving consistency, accountability, and the use of formal project methodologies. The goal was to equip team members with practical tools to manage projects more effectively and increase organisational confidence in delivery.
- Approach:** ModernGov delivered a tailored Fundamentals of Project Management course designed to introduce core principles, tools, and techniques. The session included hands-on exercises covering risk management, project planning, and stakeholder engagement, with a strong emphasis on real-world application.
- Results:**
- Improved understanding of project lifecycles, governance and key documentation
 - Greater confidence in using tracking tools, such as project schedules and gate reviews
 - Positive feedback on the course's clarity, relevance, and direct applicability to current roles



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Policy & Governance

Strengthen Policy and Governance Capability Across Your Organisation

Practical, tailored training programmes that help public sector professionals design, implement and oversee policy and governance with clarity, confidence and integrity.

moderngov

What We Offer

We design impactful development programmes for professionals working in policy development, strategic governance, regulation, public accountability and compliance.

Our training is grounded in the real challenges of government and tailored to your organisation's priorities, policy environment and stakeholders.

Policy Development and Delivery in Practice

Master skills to design evidence-based, workable policies, from problem identification to drafting policy papers and delivering implementation plans.

Writing Effective Briefings and Submissions

Produce concise, persuasive, and well-evidenced documents tailored for senior decision-makers, ministers, and boards.

Successfully Writing Guidance, Policies & Procedures

Practical skills to plan, structure, and write internal and external policies and procedures in clear, action oriented language.

Understanding Public Law and Policy Making

Gain practical insights into how legislation, case law, and constitutional frameworks influence policy and service delivery.

Good Governance in the Public Sector

Explore governance frameworks, strategic oversight, transparency, and board-level responsibilities.

Accountability, Scrutiny, and Effective Oversight

Enhance your ability to monitor performance, engage in scrutiny, and ensure public accountability.

Strategic Foresight and Policy Planning

Equip policy professionals with tools for scenario planning, horizon scanning, and long-term decision-making in uncertain environments.

Behavioural Insights for Policy Design

Learn how to apply behavioural science principles to improve the effectiveness of policy interventions and public communication.

Regulation in Practice: Roles, Powers, and Principles

Understand the regulator's role, applying proportionate oversight while balancing compliance and collaboration.

Freedom of Information and Records Management

Learn lawful handling of FOI requests and managing information with integrity and transparency.

Data Protection and UK GDPR Essentials for Policy Teams

Understand key data protection principles and their application in policy, information handling, and governance.

Risk Management for Policy Professionals

Identify, assess, and mitigate risks in policy planning, governance, and service delivery.

Stakeholder Engagement and Political Awareness

Build confidence and tools to engage with political leaders, communities, and stakeholders in complex environments.

Regulatory Impact Assessments and Better Regulation

Assess policy or regulatory impacts and apply better regulation principles.

Policy Implementation and Evaluation

Learn what drives successful implementation and how to embed evaluation and continuous learning.

Ethical Leadership and Public Sector Governance

Examine ethical standards, decision-making under pressure, and leading with integrity in politically sensitive roles.

Digital Governance and Innovation

Explore e-governance, digital transformation, and how technology can drive effective, transparent public service delivery.

Diversity, Equity, and Inclusion (DEI) in Policy Making

Embed DEI principles into governance and policy to create fairer, more inclusive public services.

Crisis and Change Management

Develop skills to lead governance and policy through crises and major organisational change with resilience and agility.

Collaborative and Cross-sector Working

Learn to build partnerships and work effectively across government, private, and third sectors to achieve shared goals.

Communication and Influence Skills for Policy Leaders

Strengthen oral communication, negotiation, and influencing skills to lead and advocate effectively at senior levels.

Mix. Match. Customise.

You don't have to choose just one. We can combine elements from across these topics to create a tailored programme that meets your team's exact needs, development goals and working context.

Whether you're looking for a one-off session for a team or a long-term leadership pathway for your whole organisation, we'll work with you to design something truly relevant, practical and impactful, built from the parts that matter most to your people.

[VIEW SAMPLE AGENDAS](#)

Why It Matters

Only 33% of policy professionals feel confident in evaluating the real-world impact of the policies they help shape, highlighting the need for more practical, outcome-focused training.

71% of senior public sector leaders cite increasing pressure to improve transparency, regulatory compliance and governance standards.

Poorly developed policies and weak oversight contribute to costly implementation failures, with billions lost annually across the UK public sector due to ineffective decision-making and misaligned strategies.

Success Stories

"The training provided a valued refresher of what makes good policy, and a chance to reflect on this with colleagues in a way that is hard to do during normal work day. This gave a boost to confidence as well as ideas as to how to use various tools effectively in future work."

Scottish Legal Aid Board, Policy Officer

"Possibly the best training I have had. It was so useful, practical and insightful. A lot to take away and apply everyday at work, thank you Sue!"

Girlguiding, Safeguarding Practitioner

"This course was very informative, she was excellent and adapted all training to meet all training needs. I think all who attended have learned a lot."

Central & West Warrington PCN, Practice Manager

"This course I attended was really well organised, really informative, lots of great things to take away from it"

Crown Prosecution Service, Digital Transformation Lead

Policy & Governance In Action

Ipswich and East Suffolk Clinical Commissioning Group

- Challenge:** Ipswich and East Suffolk CCG needed a tailored training session to support staff in understanding the principles and practices of Trusted Assessment and lawful information sharing, particularly in relation to data protection legislation and consent models.
- Approach:**
- Results:** ModernGov delivered a bespoke in-house course focused on building a shared knowledge base around information governance, Trusted Assessment, and data sharing best practice. The session was customised to reflect regional priorities, existing service challenges, and the legal framework, including the Data Protection Act and GDPR.
- Improved confidence and understanding of safe, compliant data sharing among participating staff and provider organisations
 - Provided a practical foundation to establish a steering group and project team focused on Trusted Assessment
 - Positive delegate feedback on the trainer's expertise, delivery style, and the relevance of the course to real operational challenges
 - Greater clarity across teams on the importance of explicit consent and the role of data sharing in delivering integrated, high-quality care

Civil Aviation Authority

- Challenge:** The Civil Aviation Authority (CAA) identified a need to strengthen staff confidence and capability in writing clear, consistent and fit-for-purpose internal policies and procedures. Teams needed guidance on structuring documents that align with organisational standards and regulatory requirements, while remaining accessible and practical for everyday use.
- Approach:**
- Results:** ModernGov delivered a tailored in-house course on Writing Policies and Procedures, designed to improve the clarity, consistency and usability of internal documents. The session included practical exercises, examples from regulatory environments, and a focus on writing for different audiences across the organisation.
- Improved ability to write clear, structured and compliant policies and procedures
 - Greater confidence in drafting documents for both internal and external audiences
 - Strong feedback on the course's practical relevance and the trainer's regulatory expertise

Scottish Legal Aid Board

- Challenge:** The Scottish Legal Aid Board (SLAB) sought to enhance their team's ability to translate policy into practice. Staff needed support to strengthen implementation planning, improve internal alignment, and ensure new or revised policies could be delivered effectively across departments.
- Approach:**
- Results:** ModernGov delivered a tailored in-house session on Policy Implementation, focusing on the full policy cycle, from development to execution. The training combined strategic planning tools with practical frameworks to support consistent, measurable policy outcomes.
- Improved understanding of how to turn policy objectives into actionable plans
 - Greater clarity on roles, responsibilities and interdependencies across teams
 - Increased confidence in managing the practical challenges of implementation

Retention & Culture

Build a Culture Where People Stay, Thrive and Deliver Their Best

Tailored training and development programmes to help public sector organisations create inclusive, engaging, and resilient workplace cultures that attract and retain top talent.

What We Offer

We help public sector teams design and sustain working cultures that support wellbeing, inclusion, and high performance, especially in the face of change and pressure. Our practical, evidence-based modules are grounded in the unique realities of the public sector and include:

Culture, Wellbeing & Inclusion

Building Inclusive and Respectful Workplaces

Foster psychological safety, equity and a sense of belonging across teams and departments.

Embedding DEI into Organisational Culture

Go beyond compliance to build inclusive teams that reflect and serve their communities effectively.

Promoting Staff Wellbeing and Preventing Burnout

Equip managers and teams with tools to manage stress, support wellbeing and create sustainable workloads.

Supporting Staff Through the Menopause

Create open, supportive environments with effective policies and conversations.

Creating a Culture of Continuous Improvement

Embed curiosity, learning and feedback into everyday work to encourage innovation and ownership.

Creating a Feedback-Positive Culture

Normalise open, constructive feedback to build trust, accountability, and continuous personal growth.

People Management Skills

Introduction to Team Management

Develop foundational skills in leading others, setting expectations, and building trust.

Performance Management

Strengthen skills in setting goals, giving feedback and running effective performance reviews.

Team Building and Motivation

Build strong, collaborative teams by developing trust, purpose and psychological safety.

Employee Relations Essentials

Understand how to manage discipline, grievances, absence, contracts, working time, diversity and change consultation with confidence.

Career Development Conversations

Equip managers to support personal career development, progression and internal mobility.

Coaching and Counselling Skills for Managers

Develop a coaching mindset and use effective listening and questioning to support staff.

Managing High Potentials

Deliver targeted development opportunities and masterclasses to retain and grow future leaders.

Resilience and Change Leadership

Support teams through uncertainty, change and challenge with clarity and empathy.

Managing Difficult Team Dynamics

Recognise early signs of tension, disengagement or dysfunction and apply practical strategies to restore trust, communication and collaboration across your team.

Recruitment & Retention

Staff Retention Strategies

Understand what drives turnover and learn practical approaches to retain top talent.

How to Retain Your Best People

Recognise, develop and engage high performers to reduce attrition and drive loyalty.

Recruitment and Selection Skills

Design and run effective recruitment campaigns, from job design to interviewing and onboarding.

Assessment Centres and Interviewing Skills

Create robust, fair and inclusive selection processes through structured tools and techniques.

Effective Induction Programmes

Help new staff feel connected and productive from day one.

Reward Management Essentials

Understand how to manage salary reviews, pay scales and non-financial rewards to support motivation and fairness.

Communication, Collaboration & Influence

Cross-Team Collaboration and Tackling Silos

Break down barriers and encourage unity and knowledge sharing across services and departments.

Influencing and Persuasion Skills

Enhance interpersonal impact with techniques for persuading, negotiating and engaging stakeholders.

Peer and Stakeholder Relationship Management

Build effective working relationships across levels, functions and external partners.

Time Management and Planning Skills

Equip staff with tools to prioritise effectively, plan strategically and deliver under pressure.

Tackling Toxic Behaviours and Conflict Early

Gain confidence in addressing difficult behaviours and building positive team dynamics.

Values-Based Leadership and Organisational Culture

Align leadership behaviours with organisational values to build trust and purpose.

Mix. Match. Customise.

You don't have to choose just one. We can combine elements from across these topics to create a tailored programme that meets your team's exact needs, development goals and working context.

Whether you're looking for a one-off session for a team or a long-term leadership pathway for your whole organisation, we'll work with you to design something truly relevant, practical and impactful, built from the parts that matter most to your people.

Why It Matters

46% of public sector leavers cite workplace culture or leadership as a key reason for leaving

Engaged, supported employees are 3x more likely to stay and perform at high levels

Inclusive, values-led cultures improve service delivery and employee wellbeing

Teams that feel heard and valued show greater resilience and collaboration during change

Success Stories

"The trainer worked closely with our team before the course to understand our goals. The result was a well-structured and impactful session that boosted confidence across our managers."

Organisational Development Lead, University Hospital Birmingham NHS Foundation Trust

"The course exceeded all my expectations. The trainer was knowledgeable and engaging, tailoring content to our specific needs which made it really relevant."

Learning & Development Manager, Camden Council

"ModernGov's training has helped us improve communication and decision-making in our organisation, which is critical for our HR processes."

Head of People & Culture, West Midlands Police

"As someone responsible for staff development, I found the sessions practical and easy to apply. It's rare to find training that feels this personalised."

HR Business Partner, Greater Manchester Combined Authority

Retention & Culture Training In Action

University of Liverpool - Positive Team Culture

- Challenge:** Leaders and managers sought to strengthen team morale and improve inclusivity during a period of change and increased workload.
- Approach:** Delivered a tailored training programme focused on building positive team culture through active listening, fostering inclusion, and recognising team contributions.
- Results:** > Improved team engagement and collaboration, with participants reporting a more supportive and inclusive working environment.

HM Prison and Probation Service - Cross-Team Collaboration

- Challenge:** Teams were working in isolation, leading to limited communication and collaboration across departments.
- Approach:** Delivered a tailored programme designed to break down silos and encourage cross-team collaboration through interactive workshops and facilitated sessions.
- Results:** > Enhanced cooperation between teams and improved trust and openness reported by leaders across service areas.

Homerton Healthcare NHS Foundation Trust - Supporting Staff Through the Menopause

- Challenge:** Staff experiencing menopause were not consistently supported, affecting wellbeing and workplace inclusion.
- Approach:** Delivered a tailored training series for leaders and team leads focused on raising awareness, creating psychological safety, and promoting practical support for menopausal staff.
- Results:** > Greater awareness and understanding of menopause in the workplace, increased participation in support initiatives, and more confident leadership in fostering an inclusive environment.

Catch 22 (Victim First) - Creating a Positive Team Culture

- Challenge:** The organisation wanted to strengthen team culture to improve collaboration, inclusion, and overall staff wellbeing.
- Approach:** Delivered tailored workshops for people managers focused on fostering a positive team culture through active listening, inclusive practices, and employee recognition.
- Results:** > Enhanced sense of belonging and teamwork, leading to improved staff engagement and a more supportive workplace environment.

Customer Service & Public Facing Skills

Deliver Excellent Public Service in Every Interaction.

Tailored training to help public sector teams communicate clearly, manage complaints confidently and build trust with every service user.

What We Offer

We provide targeted and tailored development for leaders at all levels, from new managers to experienced senior leaders, all grounded in real public sector challenges. Our core leadership and management topics include:

Customer Service Essentials for the Public Sector

Build the core mindset, behaviours and communication skills needed to deliver consistent, citizen-centred service across channels.

Effective Complaint Handling and Service Recovery

Learn how to manage complaints with professionalism and empathy, turning difficult situations into opportunities to build trust.

Handling Conversations with Vulnerable or Upset Service Users

Develop skills to remain calm, compassionate and effective when dealing with sensitive situations or emotionally charged interactions.

Clear and Accessible Communication

Improve clarity, tone and structure across verbal and written communication, including email, letters, and reports, while meeting accessibility standards.

Developing Effective Written Responses to Complaints

Craft thoughtful, clear and respectful responses to written complaints, especially in high-stakes or healthcare contexts.

Confidence and Resilience in Public-Facing Roles

Equip staff with practical tools to manage stress, regulate emotions and remain composed in challenging service environments.

Managing Challenging Conversations and Conflict

Gain practical strategies for de-escalating tension, setting boundaries and handling difficult customer behaviours with professionalism.

Service Improvement and the Government Service Standard

Understand how to align with the UK Government's Service Standard to improve consistency, usability and citizen satisfaction across digital and in-person services.

Handling Aggressive Verbal Complaints

Develop assertive techniques to manage abusive or inappropriate behaviour, prioritising both service and staff safety.

User-Centred Service Design for Teams

Help staff understand the basics of service design thinking so they can improve services based on real user needs and feedback.

Presenting with Impact in Public Settings

Develop the confidence and structure to communicate clearly and credibly in public forums, consultations, or community meetings.

Delivering Great Customer Service in Digital Channels

Strengthen service skills across webchat, email, social media and online forms while maintaining tone, professionalism and accessibility.

Setting Boundaries and Dealing with Aggressive Behaviours

Develop assertive techniques to manage abusive or inappropriate behaviour, prioritising both service and staff safety.

Delivering Inclusive, Culturally Competent Service

Respond to diverse service user needs by building cultural awareness, inclusive language and confidence working across differences.

Advanced Listening and Empathy Skills

Deepen listening and empathy techniques to build trust, reduce defensiveness and strengthen citizen rapport in complex situations.

Managing Time, Tasks and Energy in Public Service

Improve personal effectiveness and resilience with planning, prioritisation and energy management tools for high-demand roles.

Embedding Values in Frontline Service

Help teams connect their day-to-day tasks with organisational values and public impact to improve engagement and service quality.

Trauma-Aware Practice in Public-Facing Roles

Understand how trauma shapes behaviour and develop compassionate, non-triggering responses in roles where service users may be affected.

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Why It Matters

Public trust is shaped by every interaction and poor service can undermine confidence in public institutions

Clear, empathetic communication improves outcomes for service users and reduces complaints

Confident, resilient frontline staff improve morale and reduce burn out in high-pressure service roles

The Government Service Standard calls for user-centred design and accessible, consistent communication

Success Stories

"This training helped our housing officers feel more confident when dealing with emotional service users and difficult conversations."

Head of Customer Services, Midlands Housing Association

"It's rare to find a course that speaks so directly to the real experiences of frontline staff. It felt relevant and empowering."

Customer Access Team Lead, NHS Community Health Trust

"Our team now has a shared language and practical techniques for de-escalating complaints and responding clearly."

Operations Manager, Social Services Directorate, County Council

"The course was incredibly useful in preparing our team to handle sensitive complaints with confidence."

Complaints & Information Governance Manager, London Borough Council

Customer Service Training In Action

Hackney Council - Complaint Handling & Communication Clarity

- Challenge:** Frontline complaints staff needed to improve response quality and reduce case escalations.
- Approach:** Delivered tailored workshops focused on de-escalation, written responses, and tone management.
- Results:** > Increased first-contact resolution, improved customer satisfaction scores, and greater staff confidence in challenging interactions.

Yorkshire Housing - Supporting Vulnerable Service Users

- Challenge:** Housing officers needed support to navigate emotionally sensitive situations with tenants.
- Approach:** Ran trauma-informed communication training covering empathy, boundaries, and service values.
- Results:** > Greater consistency in approach across teams, improved tenant feedback, and reduced team stress levels.

University Hospitals Coventry & Warwickshire NHS Trust - Written Responses to Complaints

- Challenge:** Clinical and admin staff struggled to maintain clarity and compassion in formal complaint letters.
- Approach:** Delivered writing-focused training aligned with NHS complaints processes and tone of voice guidance.
- Results:** > More consistent, respectful responses; fewer follow-up queries; and increased staff confidence in formal communication.



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