

# In-House Training at Knowledge Exchange Group

Knowledge Exchange Group provides **bespoke training** at a time and place to suit you and your organisation's needs. All our courses can be provided **online, at your place of work** or a **venue of your choice**.

Additionally, we can tailor or create a course to suit the **exact needs of your organisation**. We will discuss the **learning outcomes** with you and tailor the training to the needs of your organisation.

## Benefits of in-house training:

- **Flexible** – Schedule a course date and times that work best for you and your teams. Upskill your teams immediately as training needs arise. **Choose from in-person or online** and bring your teams together to learn in an **interactive, friendly environment**.
- **Cost-effective** – Train groups of individuals working in the same organisation without incurring travel or accommodation costs.
- **Customised Content** – Our **experienced trainers** work with you to ensure that the course content is tailored to meet the needs of your teams and organisation. Benefit from the opportunity to have **in-depth discussions** about scenarios in your organisation in a **confidential forum**.

## What our clients say....

*"The course was pitched exactly right in terms of content and pace and style. The trainer clearly 'knew their stuff' and I was confident that we were in good hands."*

*"Very well planned and run. The trainer was excellent. Her approach, her manner, how she spoke and answered questions. One of the best such sessions I've attended."*

whitby wood



ROSEBERY 



Wilmington plc

wakefieldcouncil



## Skills based training on a wide range of themes:



**Customer Service**

- Handling Difficult Customers
- Complaint Handling
- Mediation
- Supporting Vulnerable Customers




**Marketing and Communications**

- Copywriting
- Social Media Management
- Effective Written Communication
- Content Planning for Social Media




**Data and Technology**

- Cyber Security
- Behavioural Insights
- Data Presentation
- Data Protection




**Management and Leadership**

- Effective Leadership
- Strategic Management
- Coaching Skills
- Leading High Performing Teams




**Government and Policy**

- Public Affairs and Lobbying
- Managing ASB in Housing
- Developing Policy
- Understanding Select Committees




**Personal Development**

- Personal Impact and Confidence
- Strategic Thinking
- Emotional Intelligence (EQ) for Leaders
- Giving and Receiving Feedback



**HR and Diversity**

- D&I Strategy
- Cultural Intelligence
- Neurodiversity in the Workplace
- Delivering a Menopause Strategy




**Project Management**

- Intro to Project Management
- Advanced Project Management
- Risk Management
- Influencing and Negotiation Skills



**Legal and Compliance**

- Data Breaches
- Advertising Law Essentials
- Digital Accessibility in the Public Sector
- Better Regulation



**Public Sector**

- Leadership in the NHS
- Safer Recruitment in Social Care
- Transitional Safeguarding
- Trauma-Informed Care

## Who attends our courses?

Our mission is to inform and upskill **public and private sector professionals** to deliver positive, impactful experiences and outcomes for employees, service users and clients. Knowledge Exchange Group puts the needs of our clients at the heart of our courses and we ensure that our course content is relevant and of value to our audiences.

We deliver over **200 courses** each year to delegates from the public, private and voluntary sectors. Over 60% of the delegates attending courses are **Managers, Heads of Department, Directors** or **CEOs**.

**Join us to continue your journey of continuous learning and improvement.**

To discuss how your organisation could benefit from in-house training, please contact us on 0345 647 9000 or email [learning@knowledgeexchange.group](mailto:learning@knowledgeexchange.group)

