



Training and Development Catalogue 2025-26

Develop your people. Transform your impact.

Develop your people. Transform your impact

Your people are your greatest asset. Attracting, developing, and retaining them has never mattered more. Investing in high-quality learning and development doesn't just build capability, it cultivates a culture where colleagues feel motivated, valued, and equipped to thrive.

Transformation Partners in Health and Care (TPHC) was created by the NHS, for the NHS. That heritage gives us a deep, lived understanding of workforce pressure, shifting priorities, and the complexity of delivering through people. Today, we bring that insight to a wide range of public and private organisations, delivering training and development that's inclusive, relevant, and tailored to diverse teams and contexts.

From strategic consultancy to hands-on delivery, our passionate Learning and Development team builds practical, confidence-boosting programmes that create space for growth at every level, in every function.



Lisa Golding
Learning and
Development Lead



Sue Hunter
Managing Director

Learning that works for everyone

We live our ethos through how we work, **by designing inclusive, hands-on learning** that drives real change in real workplaces. TPHC blends proven programmes with fully bespoke solutions. Whether you're after a focused workshop or a long-term development partnership, we collaborate with you to shape learning that reflects your people, your pace, and your priorities.

With extensive knowledge and experience, we know learning sticks when it's active, engaging, and built on trust. That's why we use real-world scenarios, encourage reflection, and create psychologically safe environments where colleagues can experiment, grow, and build confidence.

We offer a range of delivery methods, including face to face, virtual, e-learning, simulations and digital toolkits.

“After being on numerous other courses, this was refreshing. I especially enjoyed the role play as it really involved everyone to work as a team. People are complex. (Effective Line Manager Training feedback)”



Learning that lasts

Everything we design is built on a simple truth: **people are our greatest asset.**

Our training is inclusive by design and action-oriented in delivery. We go beyond the classroom to provide practical tools and tailored support that help colleagues apply their learning confidently in the workplace.

This catalogue offers an overview of our core learning programmes. Below highlights our wider range of services designed to meet your organisational goals.



Bespoke training delivery for specific roles/teams



Leadership/senior leadership development programmes



Coaching



Learning and development strategy development



Creating tailored learning resources



Professional development workshops



Developing bespoke e-learning modules



Technical training



Evaluation of training programmes



Training needs analysis and developing team training plans

Our training courses

**Leading with
Impact**
p6-10

**Coaching for
Confidence**
p11-16

**Communicating
With Purpose**
p17-22

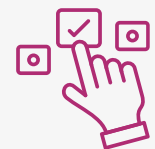
**Building a Culture
of Improvement**
p23-26

**Inclusive Culture
Accessible Practice**
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**Delivering Change
With Confidence**
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**Digital
Proficiency**
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For pricing information on any of our courses, including NHS discounts, tiered rates, and cohort packages, please reach out to us, our contact details can be found on page 43.



We will work with you to find a solution that fits your needs and budget.



We can deliver training from our London office, on site, or remotely for selected courses.

Leading with impact

Confident, emotionally intelligent leadership is key to shaping culture and enabling performance. These courses support leaders at every level to develop clarity, adaptability, and the skills to lead through complexity, feedback, and change.

Whether you're just stepping into management or leading strategic transformation, these courses help build credibility and connection.

Courses include:

- Effective line management
- Adaptive leadership
- Impactful feedback
- Setting objectives that drive results

Effective line management (4 days)

Better relationships deliver better outcomes

Effective line management is the backbone of a thriving organisation. Our hands-on, four day highly practical course equips managers with the skills to lead with clarity, build trust, and drive inclusive, high-performing teams. Aligned with NHSE best practice, this training builds confidence and capability to meet the real-world challenges of modern leadership. *This course is pending CPD accreditation.*

This course covers:

- Developing effective leadership and management practices
- Creating inclusive and supportive work environments
- Building strong relationships with direct reports and teams
- Improving communication and collaboration skills
- Fostering a culture of high performance and accountability
- Prioritising staff wellbeing and development
- Aligning work with their organisation's strategic objectives.



4x face-to-face small group sessions



Bite-sized learning videos focusing on key policies



A dedicated online platform with key information



Accreditation with CPD (pending)

This training is for:



Existing line managers



New line managers, within their first six months



People moving into their first management roles

Adaptive leadership (half day)

Enhancing emotional intelligence and self-awareness

Strong leadership isn't just about decision-making, it's about understanding yourself and others. This half day session equips leaders with the tools to develop emotional intelligence, build self-awareness, and navigate workplace challenges with adaptability and confidence.

This course covers:

- Exploring the core elements of emotional intelligence and how they impact leadership effectiveness
- Identifying your leadership tendencies and discover how flexibility and adaptability can enhance your approach to managing others
- Recognising how emotions influence decision-making and develop strategies to respond thoughtfully rather than reactively

This training is for:



Current & aspiring leaders seeking to improve their leadership style and emotional intelligence



Managers and team leaders wanting to build resilient, adaptable teams



HR Professionals & Coaches supporting leaders in personal and professional development

Impactful feedback (half day)

Creating conversations that drive growth not discomfort

Giving feedback is more than just a conversation, it's a powerful leadership tool that fosters growth, improves performance, and strengthens relationships. This half day session equips participants with the skills, techniques, and confidence to provide clear, constructive, and actionable feedback in a way that encourages positive change and professional development.

This course covers:

- Mastering the SBI feedback model to structure effective feedback
- Understanding the difference between reinforcement and developmental feedback and how to deliver each type
- Providing objective and actionable feedback that focuses on behaviour and its impact
- Applying feedback in real-time by practicing feedback delivery in role-play scenarios

This training is for:



Leaders and managers looking to build a high-performance, feedback-driven culture



HR professionals and coaches supporting teams with professional development



Team members and employees wanting to improve peer-to-peer feedback and collaboration



Organisational leaders aiming to refine their communication and leadership approach

Setting objectives that drive results (half day)

Craft objectives that align purpose, performance, and accountability

Effective performance begins with clear, meaningful goals, translated into purposeful, actionable objectives. This practical session helps colleagues at all levels build confidence and clarity in setting objectives that drive development and success.

This course covers:

- Understanding the purpose and process of appraisals in evaluating employee performance and development
- Recognising the role of regular 1:1 meetings and their connection to successful appraisals
- Effectively constructing and aligning objectives using the SMART framework to guide individual performance and development.

This training is for:



Line managers and team leaders looking to build confidence in setting clear, measurable objectives



Aspiring supervisors ready to develop foundational skills in goal-setting and people development



Anyone seeking to refresh their approach to 1:1s and appraisals with a focus on impact, inclusion, and clarity

Coaching for confidence, insights and impact

For moments of transition, challenge, or growth, coaching offers a focused space to reflect, plan, and build self-belief.

Our coaching is tailored to individuals, teams, or leadership cohorts and helps unlock energy, clarity, and purpose aligned to your organisational goals.

Courses include:

- 1:1 Coaching
- Strength-based coaching for individuals, leaders and teams
- The coaching leader

Coaching

Our bespoke coaching offer is designed to meet individual and organisational needs, supporting:

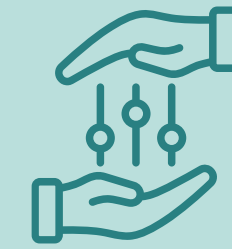
- **Senior leaders** – strategic coaching for visionary leadership, decision-making, and driving transformation
- **Emerging leaders & talent management** – personalised development pathways to nurture future leaders
- **Underperformance** – coaching interventions for underperformance, offering structured support and actionable growth strategies

Expert coaches, evidence-based approach

Our coaching is delivered by qualified, highly experienced professionals, ensuring every session is designed to create meaningful and measurable impact.

We can integrate Strengthscope® - the only psychometric tool endorsed by the British Psychological Society - to help individuals, leaders, and teams identify strengths, enhance self-awareness, and improve workplace effectiveness.

Why choose our coaching?



Tailored to you – fully personalised coaching designed around your unique challenges.



Strategic and practical – rooted in real-world leadership, offering applicable strategies for immediate impact.



Strength-based approach – helping individuals and teams leverage their strengths for peak performance.



Proven results – supporting organisational success through leadership excellence and people development.

Our Coaching

Creating space for reflection, clarity, and growth at every level

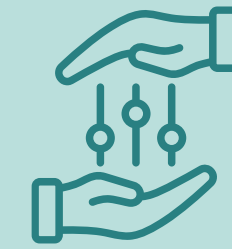
Coaching provides dedicated space for reflection, growth, and clarity, especially in times of change, challenge, or transition. Our bespoke offer meets individual and organisational needs, supporting people to lead with authenticity, build resilience, and perform at their best.

Delivered by qualified, experienced professionals, every coaching relationship is grounded in trust and shaped around your goals, whether that's leadership development, culture change, or targeted support.

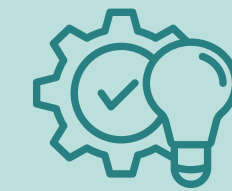
Common focus areas include:

- Leading through uncertainty and change
- Strategic decision-making and vision setting
- Navigating transition, challenge, or underperformance
- Enhancing emotional intelligence and presence
- Building confidence, clarity, and resilience

Why choose our coaching?



Tailored to you – fully personalised coaching designed around your unique challenges.



Strategic and practical – rooted in real-world leadership, offering applicable strategies for immediate impact.



Strength-based approach – helping individuals and teams leverage their strengths for peak performance.



Proven results – supporting organisational success through leadership excellence and people development.

Coaching offer

Our coaching offer includes:

- 1:1 coaching for leaders, managers, or colleagues at any level
- Team coaching to support trust, collaboration, and shared direction
- Action-focused coaching for development, performance, or transition support
- Coaching embedded in wider learning, OD, or culture change programmes



We can also integrate Strengthscope® - the only psychometric tool endorsed by the British Psychological Society - to help individuals, leaders, and teams identify strengths, enhance self-awareness, and improve workplace effectiveness.

This training is for:



Senior leaders seeking confidential space for strategic thinking, clarity, and impact



Emerging leaders ready to grow confidence and shape their leadership identity



Colleagues navigating challenge or underperformance who need structured, supportive development



Organisations seeking coaching as part of a holistic leadership or culture development strategy



Teams building psychological safety, cohesion, and shared purpose

Using Strengthscope®

Unlocking energy and self-awareness through strengths-based insight

Strengthscope® supports:

- Individuals to explore their natural strengths, identify drainers, and build strategies that feel authentic and sustainable
- Leaders to strengthen self-awareness and align behaviour with impact
- Teams to understand group dynamics, leverage collective strengths, and address friction points
- 360 Feedback to provide a structured, positive lens on perception, performance, and potential

Used as part of 1:1, team, or cohort coaching, Strengthscope® is a powerful catalyst for engagement, motivation, and behaviour change; grounded in evidence and built for action.



The coaching leader (1 day)

Empowering others through trust, curiosity, and conversation

Great leaders don't always have the answers, but they know how to ask the right questions. This interactive session introduces foundational coaching skills that strengthen everyday leadership, enhance trust, and unlock the potential of others. Whether you're guiding a team or navigating change, this course helps you lead with curiosity, clarity, and care.

This course covers:

- Core coaching skills to build connection: active listening, purposeful questioning, and effective feedback
- How to embed a coaching mindset into daily leadership interactions
- Practicing coaching conversations in a safe, supportive environment

This training is for:



Managers and team leads looking to enhance their ability to develop and empower others



New leaders building confidence in people-focused communication



Anyone wanting to foster growth, reflection, and accountability through everyday coaching moments

Communicating with purpose and presence

How we communicate shapes how we lead, influence, and connect.

These courses help people cut through complexity, strengthen personal presence, and craft messages that land with clarity and confidence.

Courses include:

- Communicate to influence
- Top Down Thinking in action
- Stand out with confidence
- Better conversations
- Exploring interactions

Communicate to influence (half day)

Build credibility, connection and impact

Great communication is more than just delivering a message, it's about connecting, influencing, and inspiring others. This practical, engaging session gives participants the tools to strengthen their presence, tailor their style to diverse audiences, and build meaningful rapport across every interaction.

This course covers:

- Techniques to enhance influence and build trust in both professional and personal contexts
- Preparing for conversations by understanding others' perspectives and motivations
- Adapting communication to meet the emotional and cognitive needs of your audience
- Delivering messages with clarity and confidence using verbal and nonverbal tools—tone, pacing, gestures, and eye contact

This training is for:



Leaders and managers seeking to elevate their communication impact



Project leads and team facilitators who engage across functions or stakeholder groups



Anyone looking to build stronger interpersonal relationships and influence outcomes through authentic, purposeful dialogue

Top Down Thinking in action (half day)

Think clearly. Communicate powerfully. Drive results.

Clear thinking leads to compelling communication. This focused session introduces participants to the Top Down Thinking method, a structured approach that helps clarify ideas, sharpen messages, and engage audiences with greater impact.

This course covers:

- The three key components of the Top Down Thinking framework
- The optimal sequence for structuring communication logically and effectively
- Techniques to clarify complex ideas through disciplined thinking
- How to create compelling, audience-focused arguments in both verbal and written formats
- Tools to enhance the persuasive power of conclusions and recommendations

This training is for:



Professionals responsible for presenting insights, proposals, or strategic updates



Leaders and analysts who want to strengthen the clarity and influence of their communication



Anyone looking to bring greater discipline and structure to how they think, write, and speak

Stand out with confidence (half day)

Craft compelling CVs and communicate your value with clarity and impact

First impressions matter, on paper and in person. This focused session helps participants craft clear, confident CVs and prepare for interviews that showcase their experience, values, and potential.

This course covers:

- Key components of an effective, well-structured CV
- Writing a compelling CV summary using a proven format
- Bringing work experience to life with the 'so what' approach and strong action verbs
- Preparing for both in-person and online interviews with clarity and confidence
- Practicing interview responses using the STAR method and Building Box technique

This training is for:



Individuals preparing for new opportunities or internal progression



Team members returning to the job market or seeking a career shift



Anyone wanting to enhance their self-presentation skills with practical tools and expert guidance

Better conversations (1 day)

Turning difficult conversations into better ones

Powerful leadership starts with powerful dialogue. This engaging session introduces participants to the core principles of "Fierce Conversations", a framework for honest, purposeful communication that strengthens trust, alignment, and performance. Through practical techniques and real-world reflection, this course helps leaders embrace the conversations that matter most.

This course covers:

- Key principles of courageous conversations and their value in leadership
- The "Opening the Conversation" framework for structuring high-impact dialogue
- How meaningful conversations improve team dynamics and working relationships
- Practical guidance and peer practice to initiate, guide, and sustain purposeful conversations

This training is for:



Managers and team leads looking to build confidence in addressing sensitive or strategic topics



Leaders seeking to foster openness, trust, and accountability within their teams



Anyone aiming to strengthen their conversational impact and lead with emotional clarity

Exploring interactions (half day)

Unlocking behaviour through Transactional Analysis

Why do workplace dynamics sometimes feel stuck or unproductive? Transactional Analysis (TA) offers a simple yet powerful framework to understand patterns of behaviour and communication. This insightful half-day session gives participants the language and tools to decode interactions, strengthen collaboration, and lead with emotional intelligence.

This course covers:

- An introduction to the core principles of Transactional Analysis (Parent–Adult–Child model)
- Identifying common behavioural patterns that hinder trust, clarity, or progress
- Using TA to reset unhelpful dynamics and promote constructive communication
- Applying TA concepts to build self-awareness and reduce reactivity in challenging interactions

This training is for:



Managers and team leaders seeking greater insight into interpersonal behaviours



Coaches, facilitators, and HR professionals supporting team development



Colleagues navigating challenging relationships or aiming to deepen emotional intelligence in their leadership style

Build a culture of continuous improvement

Strong teams don't just perform, they learn. These courses help build team cultures rooted in psychological safety, shared accountability, and continuous improvement. Ideal for managers and facilitators who want to deepen collaboration, drive performance, and embed learning into everyday practice.

Courses and services include:

- After Action Review
- Before Action Review
- After Action Review
Conductor training

After Action Review (bespoke)

The After Action Review approach brings people together for a safe, structured and effective review of the event.

Regular AARs make a significant contribution to team resilience and performance and are a key tool in creating a sustainable improvement culture.

The AAR approach works to:

- Build strong effective multi-professional teams
- Deliver swift, smart solutions to problems
- Structure open, honest and productive conversations
- Provide a supportive operating environment for teams in which to reflect and learn
- Increase psychological safety.

Teams that use AAR routinely have the ability to reflect and learn together. This builds excellent problem solving, flexible thinking and capacity for continuous improvement.



Our in-house conductors have delivered over 100 After Action Reviews since 2021



“The practice session was so valuable as it helped me to practice in a safe space. I learnt more than I expected”

Training participant



“Very engaging, inspiring and knowledgeable trainers. Perfect balance of teaching/practical. Really valued how safe the trainers made it feel”

Training participant

Before Action Review (bespoke)

The Before Action Review approach brings people together for a safe, structured and effective review before an event

The Before Action Review is a simple yet powerful approach to aligning goals, surfacing assumptions, and planning collaboratively before any project begins. Whether you're launching a new initiative or coming together as a team for the first time, this session helps you start with clarity, connection, and purpose.

The AAR approach works to:

- Align on purpose, goals, and expectations before starting a project or activity
- Reflect on past experiences to uncover valuable lessons, behaviours, and resources
- Anticipate potential challenges, uncertainties, and knowledge gaps
- Build a shared plan for success by fostering open dialogue and collective insight

This service is for teams made up of:



Clinicians



Non-clinical staff at all levels



“By working with TPHC, the team have given us the tools and framework to develop a supportive culture, not only for the teams wanting to undertake AARs, but also for the newly trained AAR conductors”

Deputy Chief Nurse, NHS Foundation Trust

After Action Review conductor training (1 day)

Learn how to conduct After Action Reviews (AAR) on this very engaging and highly experiential one day course.

Find out:

- Why AAR is so valuable in today's NHS
- Where AAR fits with incident investigation, debriefing and other approaches
- How other organisations are using AAR
- When AAR isn't appropriate
- What happens before, during and after AAR? The practical and the psychological components
- How to make the AAR ground rules work for you and the participants

Each delegate will lead an After Action Review on a team exercise. Filming and playback of some of these team AARs will support skill development and rapid knowledge acquisition.

This training is for:

The training day is open to all, including:



Clinicians



Those working in project management, transformation, operations or leadership



“By working with TPHC, the team have given us the tools and framework to develop a supportive culture, not only for the teams wanting to undertake AARs, but also for the newly trained AAR conductors”

Deputy Chief Nurse, NHS Foundation Trust

Inclusive cultures, accessible practice

Inclusion and accessibility should be part of how things are done, not just what's spoken about. These courses help organisations strengthen understanding, shift behaviours, remove barriers, and design systems that reflect equity, belonging, and care.

Ideal for leaders, allies, and teams ready to reimagine what inclusive practice looks like every day.

Courses include:

- [Inclusive leadership](#)
- [Neurodiversity at Work](#)
- [Accessibility by Design](#)

Inclusive leadership (half day)

Understanding bias, inclusion and workplace culture

Inclusive leadership isn't an initiative, it's a mindset. This essential session equips leaders with the knowledge and tools to create fairer, more accessible workplaces. With a focus on legal context, self-awareness, and practical application, participants explore how everyday decisions shape culture and impact equity at every level.

This course covers:

- Understanding the Equality Act 2010 and its implications for inclusive leadership
- Identifying and addressing common biases in decision-making and organisational systems
- Exploring how inclusive cultures boost individual wellbeing, team cohesion, and organisational performance
- Making effective, person-centred reasonable adjustments to support accessibility and belonging

This training is for:



Line managers, team leaders, and senior colleagues committed to equity and psychological safety



HR professionals and inclusion leads embedding inclusive leadership across systems



Anyone shaping culture, policies, or people practices across teams or directorates

Neurodiversity at work (half day)

Building inclusive cultures

True inclusion means recognising and valuing different ways of thinking. This interactive session introduces the fundamentals of neurodiversity and explores how leaders can create environments where neurodivergent colleagues feel seen, supported, and empowered. By deepening understanding and offering practical strategies, the course helps leaders become stronger advocates for inclusive culture.

This course covers:

- What neurodiversity means and how different conditions may co-occur in the workplace
- Understanding the language of neurodiversity, getting terminology right with confidence and respect
- Common challenges neurodivergent colleagues may face
- Reflecting on the impact of leadership behaviours on culture and practical ways to foster a neuro-inclusive team environment

This training is for:



Line managers and team leads keen to enhance inclusion and psychological safety



HR professionals and inclusion leads building more equitable organisational practices



Anyone committed to understanding neurodiversity and becoming a more inclusive colleague

Accessible by design (half day)

Creating inclusive communication and workspaces

Accessibility is about more than compliance. It's about removing barriers and enabling everyone to participate fully. This practical session introduces the foundations of accessibility in the workplace, equipping participants with the knowledge, tools, and confidence to support inclusive, equitable experiences for colleagues and service users alike.

This course covers:

- What accessibility means and why it matters in everyday roles
- Legal responsibilities under the Equality Act 2010 and the Accessible Information Standard
- The social and medical models of disability and their impact on inclusive practice
- Identifying and implementing reasonable adjustments that improve access and experience
- Exploring accessible communication types and practical tips to strengthen your own communication style

This training is for:



Managers and team leads looking to enhance accessibility in day-to-day interactions



Staff involved in service delivery, communication, or public engagement



Anyone committed to building a more inclusive and equitable workplace culture

Delivering change with confidence

Whether implementing a project, shaping a programme, or adopting agile practices, these courses build delivery confidence, from foundations to frameworks.

Ideal for colleagues working in dynamic, collaborative environments where clarity, structure, and adaptability matter.

Courses include:

- Project Management Essentials
- Programme Management Foundations
- Agile Fundamentals
- Consulting Academy

Project management essentials (1 day)

Tools, roles and delivery success

Successful projects don't just happen, they're led with clarity, structure, and purpose. This practical session introduces the fundamentals of project management, equipping participants with the tools, techniques, and confidence to manage projects from start to finish. Whether launching new initiatives or supporting delivery teams, this course builds a solid foundation in real-world project delivery.

This course covers:

- Core principles of project management and what makes a project successful
- Key methods and tools for project initiation, planning, execution, and closure
- Understanding the distinct roles of project managers and wider project team members
- Essentials of project governance, including planning, risk and issue management, and effective reporting

This training is for:



New or aspiring project managers seeking a strong foundational skill set



Team members supporting project delivery across departments or functions



Leaders or operational staff who want to understand how structured project delivery supports strategic outcomes

Programme Management Office (PMO) foundations (half day)

Establishing structure and strategy for effective delivery

Effective programme delivery depends on shared language, aligned responsibilities, and structured support. This session introduces participants to the core functions of a Programme Management Office (PMO), helping teams build a common understanding of terminology, roles, and tools.

This course covers:

- Key terms and definitions used across Programme and Project Management (PPM) environments
- The role and purpose of PMOs, and how they support effective governance and delivery
- Roles and responsibilities when delivering PMO functions across programmes
- Introduction to commonly used PMO tools, templates, and standards to support consistency

This training is for:



Colleagues supporting or delivering project and programme management functions



New members of a PMO or those stepping into programme delivery environments



Anyone seeking to better understand the structures, language, and practices that enable delivery success

Agile fundamentals (half day)

Adapting mindsets, delivering value

This session introduces the core principles of Agile working and explores how iterative, collaborative delivery methods can support responsiveness, value, and team autonomy. Participants will gain an understanding of Agile as both a mindset and a method, and learn how it applies across roles and projects.

This course covers:

- Understand the core concepts of Agile, and how it relates to your work.
- Evaluate the appropriateness of an Agile approach.
- Understand what an Agile framework is and how frameworks can differ.
- Have a better understanding of how ideas from Agile can be applied within different (non-software) environments.

This training is for:



Colleagues new to Agile who want to build a solid foundation in core principles



Project teams or leaders working in changing environments where flexibility and collaboration are key



Staff working in or alongside consultancy functions seeking to enhance delivery through Agile methods

Consulting academy

Turning insight into action

In complex environments, the ability to consult with clarity, confidence, and purpose is critical. The Consulting Academy offers a dynamic, inclusive learning experience where participants develop the mindset and methodology to drive meaningful change.

Grounded in the tested Consultancy Process Model (CPM), the programme blends hands-on tools with practical insights, equipping learners to navigate ambiguity, build trust, and lead with influence. Through simulations, peer learning, and reflective coaching, participants build capability they can apply immediately.

The Consulting Academy is designed as an extended learning journey—providing structure, flexibility, and momentum so individuals, teams, and organisations can continuously improve.



3x face-to-face small group sessions



“This three day course has been exceptionally useful and has delivered benefits beyond our expectations. The facilitators were professional, engaging and knowledgeable bringing out the best in the attendees and providing us with a safe space to practice and take risks. I couldn't recommend this course highly enough, it's honestly one of the best three days of learning I've ever had.”

Health Education England
Transformation Director

Consulting academy training

Turning insight into action

The Consulting Academy covers:

- A step-by-step consultancy framework for scoping, diagnosing, influencing, and delivering change
- Case studies, simulations, and group coaching to apply new techniques in a safe space
- Practical tools for stakeholder engagement, feedback, and creating shared ownership
- Space to reflect on personal style, impact, and the consulting mindset
- Collaborative assignments to deepen learning and broaden perspective

This training is for:



Professionals in project, transformation, or partnership roles who need to influence without authority



Internal consultants or advisors leading cross-functional initiatives



Emerging leaders growing their ability to navigate change and complexity



Individuals looking to enhance their confidence in facilitation, diagnostic thinking, and relationship-building

Digital and data proficiency

With deep analytical expertise and real-world experience, our team understands how data and digital capability drive better decisions. Grounded in our healthcare roots but relevant across sectors, we design practical, hands-on learning pathways that build confidence with tools, techniques, and critical thinking.

We equip people to interpret data, communicate insights, and lead with clarity in an increasingly data-driven world.

Courses include:

- Excel essentials
- Data storytelling
- Business analysis in action
- Structured Query Language (SQL) foundations
- Power BI essentials

Excel essentials

Confidence with data, clarity in presentation

Spreadsheets are more than just cells and formulas. They are powerful tools for telling stories with data. This hands-on course helps participants build confidence in using Excel for everyday tasks, from cleaning data to crafting clear, effective visuals. Grounded in best practice, it's perfect for those looking to strengthen their data skills and save time through smarter working.

This course covers:

- Core Excel functions for data entry, formatting, and navigation
- Techniques for sorting, filtering, and analysing basic data sets
- Fundamentals of creating clear, purposeful charts and tables
- Trusted tips, shortcuts, and resources for ongoing Excel development

This training is for:



Anyone new to Excel or looking to build foundational spreadsheet skills



Professionals handling data as part of their day-to-day role



Team members aiming to present data more clearly in reports or presentations

Course details

The course is delivered as a single three hour in-person session.

Data storytelling

Presenting insights with clarity and confidence

Data is only powerful when it's understood. This interactive course equips participants with the skills to turn numbers into narratives, selecting the right visualisations, crafting compelling messages, and presenting insights that resonate. Drawing on best practice, it's ideal for anyone who wants to feel more confident using data to inform, influence, and inspire.

This course covers:

- Building confidence in reading and interpreting data for different audiences
- Selecting visual formats that support understanding and decision-making
- Creating action-led chart titles that bring meaning
- Transforming dense tables into clear, impactful presentation slides
- Telling a coherent story with data to support strategic communication

This training is for:



Professionals who work with data and want to improve how they communicate findings



Project leads, analysts, or managers preparing visual reports or presentations



Those seeking confidence in using data to support narrative, insight, and action

Course details

The course consists of two 4-hour face to face sessions, over a 2-week period.



"The course has exceeded my expectations. The facilitators were great, gave good explanations and kept a good pace with the course."

Business analyst in action

Translating user requirements into innovative solutions

Business Analysts are the bridge between insight and implementation. This practical programme introduces participants to the core responsibilities of a Business Analyst within the context of Healthcare, focusing on how to support digital transformation by translating organisational needs into workable solutions.

This course covers:

- The role and responsibilities of a Business Analyst in project and organisational settings
- Techniques for gathering and translating business requirements into technical outcomes
- Bridging the client-developer gap through effective communication and facilitation
- Whiteboarding, wireframing, and user story development
- Engaging stakeholders to drive clarity, alignment, and delivery

Course structure:

- There are five modules, each of which will contain:
- Pre-reading (1-2 hrs)
- Facilitated session with Senior BA(s) (1-2 hrs)
- Exercises to takeaway and practice (1-2 hrs)

This training is for:



Aspiring or new Business Analysts seeking foundational confidence and clarity



Colleagues supporting digital change or collaborative project delivery



Anyone looking to better translate ideas, needs, and challenges into structured solutions

Structured Query Language (SQL) foundations

Confidently querying healthcare data

Healthcare datasets are growing in size and complexity and spreadsheets can only take you so far. This self-paced course introduces the core principles of Structured Query Language (SQL), empowering participants to confidently access, explore, and analyse data stored on SQL servers.

This course covers:

- Introduction to SQL and how it's used in healthcare environments
- How to write basic queries to extract and filter data efficiently
- Joining data from multiple tables to create meaningful insights
- Creating calculated fields and resolving common data issues
- Best practices for analysing structured data at scale

This training is for:



Analysts, managers, or clinicians seeking to build foundational SQL skills



Colleagues working with NHS data at provider, ICB, or national levels



Anyone ready to move beyond spreadsheets and gain confidence in data manipulation

Power BI essentials

From raw data to meaningful dashboards

From spreadsheets to insights, this hands-on course introduces participants to Power BI, a widely used visual analytics tool across NHS trusts and ICBs. Working with real NHS data, learners will discover how to build clear, impactful dashboards that transform complex information into powerful stories. Designed to grow confidence through a blend of guided and self-paced learning, the course equips participants to communicate insights that drive action.

This course covers:

- How to structure and transform datasets into interactive dashboards
- Core features of Power BI: interface, data connections, and visualisation tools
- Design best practices for effective dashboard presentation using NHS case studies
- The role of Power BI in health system reporting and decision-making

How this course is delivered:

- 4 modules reflecting the sequence of building a dashboard
- Face-to-face Introductory session
- 3 self-paced components using a structured case study.
- Final in-person review

This training is for:



Colleagues with a solid understanding of Excel who want to develop dashboarding skills



Analysts, managers, and project leads working with NHS or public sector datasets



Anyone looking to tell better stories with data and improve performance reporting

Contact us for more information

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“**People are, quite simply, our most important resource in the NHS**
NHS England - How to manage people & teams 2023”