

Building Capacity by Enhancing Capability

Fiona Sutton-Wilson
Head of APSE Training



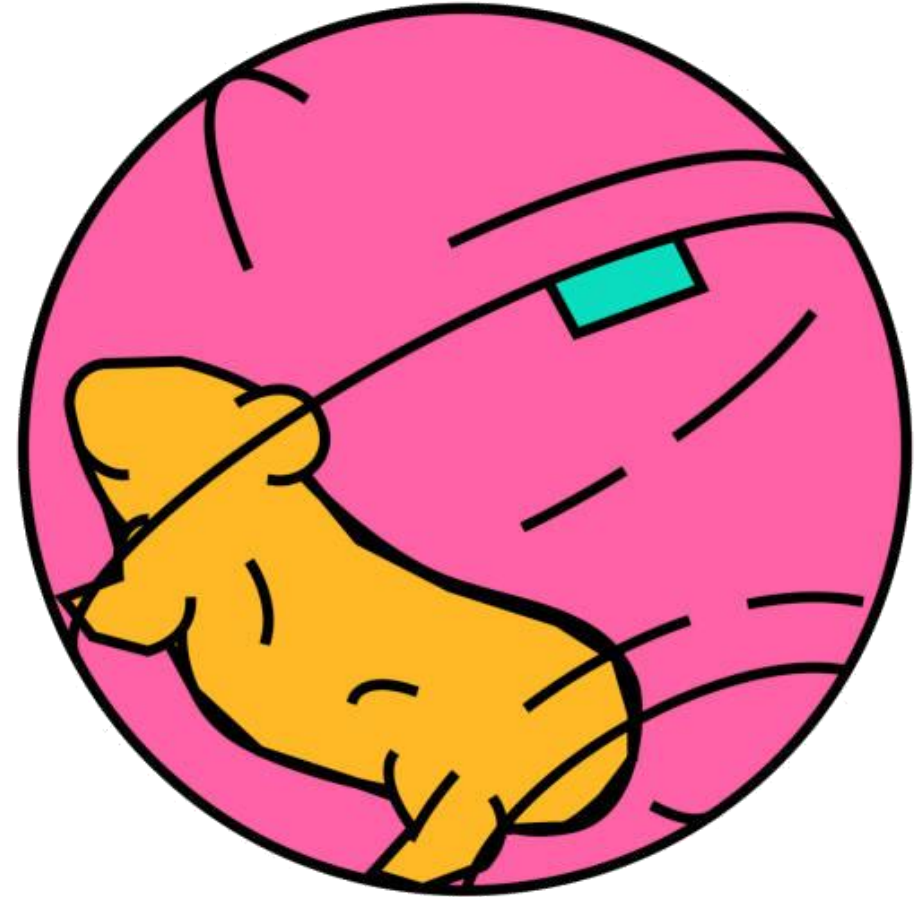
Training is a hero

- Professional development
- Break down barriers
- Improve communication

Where communication is good, trust is high.

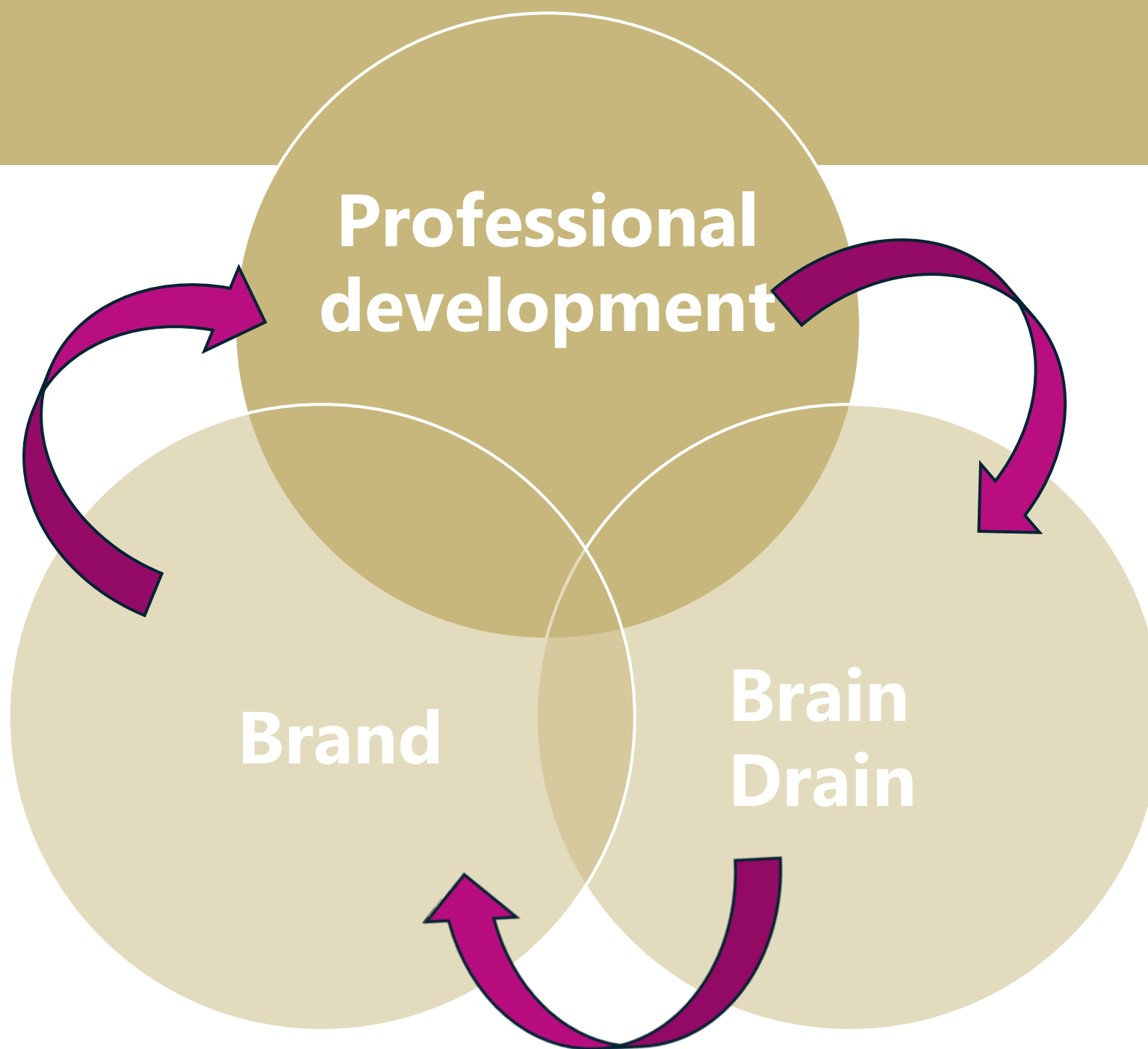


The hamster wheel is exhausting - you end up going so fast, you can't see what's going on around you or how to get off it.



“All training is cancelled!!”





Professional development and resilience



Local Government Reorganisation Hub

Reorganisation can take time, energy and patience. To help you align teams and services, APSE offers a number of courses which can be tailored for the specific requirements of your changing circumstances.

Each course is available for individuals and small groups to book, on pre-set dates, by following links to the course booking pages.

If you would like to discuss any of these courses or you would like us to write new content to help your authority to develop the skills and capacity you need, please complete our [In-house Enquiry Form](#) or simply email training@apse.org.uk.

Advanced Contract Management (CPD)

Coaching and Mentoring Skills

Developing and Managing Service Level Agreements

Insourcing Public Contracts: Rebuilding Capacity

Leading a Customer-Focussed Culture in Local Authorities

LGR: Making it Work in Waste Services

Managing Change in Local Government

Managing Conflict in Local Authorities

Managing Programmes in Local Government

Non-executive Director: LATCo and Public Services

Principles of Contract Management (CPD)

Project Management in Local Government

Psychometric Testing

Social value and the Public Interest Test: Procurement Act 2023

Time Management Skills

Turning Complaints into Compliments

Working with Elected Members to Improve Frontline Services



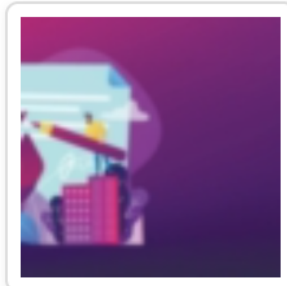
Brain-drain Retention And attraction



Leadership and Management Skills (CPD)

📅 TUES 16/06/26

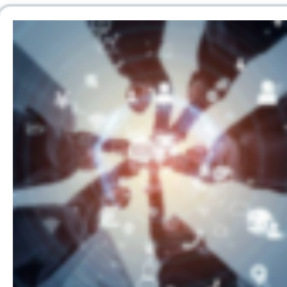
🕒 10:00 - 16:00 [ONE FULL DAY]



Managing Programmes in Local Government

📅 TUES 09/06/26 + WED 10/06/26

🕒 10:00 - 13:00 [TWO HALF DAYS]



Managing Change in Local Government

📅 TUE 26/05/26 + WED 27/05/26

🕒 10:00 - 13:00 [TWO HALF DAYS]

Growing confidence in your brand





Leading a Customer-Focussed Culture in Local Authorities

📅 TUE 28/04/26

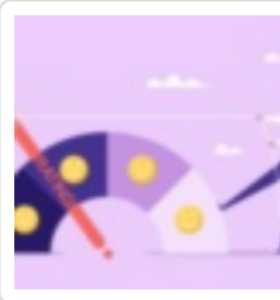
🕒 09:30 - 16:00 [ONE FULL DAY]



Enhancing Customer Experience on the Frontline

📅 THURS 18/06/2026

🕒 10:00 - 16:00 [ONE FULL DAY]



Turning Complaints into Compliments

📅 NEW DATES PENDING

🕒 REGISTER YOUR INTEREST NOW

What can APSE do?

Helping to make sense of it all...



In-house packages – tailored training to meet your needs.

Any of our courses can be customised to meet the needs of your team, service or authority. The package includes:

- A pre-course consultation so we can tailor the course to meet your needs.
- Trainee Needs Analysis.
- Customisation of the slide pack.
- Delivery of the course on a mutually convenient date and time to meet your authority's needs and working patterns.
- Analysis of trainee feedback, which we share with you.
- Trainer feedback, if required.
- Post-course materials on password-protected hidden webpage.



We're listening
closely to what
you tell us and
are here to
help.

Contact us

The team is ready to help.

Please direct enquiries to: training@apse.org.uk | 0161 772 1810

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