

Your guide to **learning**



Courses, e-learning and useful resources on:

■ commercial

■ project delivery

■ digital

■ change leadership

Don't hold back your career; take your five a year! ■

Commercial

The government spends £45 billion each year on a range of goods and services. Obtaining better value requires all civil servants to demonstrate sound financial and commercial understanding. Policy formulation should be rooted in supporting economic growth.

Information and resources

There are various useful resources from [GoodPractice](#), accessible via the CSL portal, including 'Top tips to improve your commercial awareness' and 'How commercially aware am I?'

New to commercial

- Commercial awareness e-learning (4 hours): 5 modules giving a broad understanding of commercial considerations
- Finance skills e-learning (9.5 hours): 11 modules on areas such as financial planning and control and budget management
- Managing contractors course (1 day): how to effectively manage suppliers.

Senior leaders

- Commercial skills for leaders course (2 days): commercial skills for leaders based on today's market insight and practices
- Financial leadership workshop – decision-making and achieving better value for money (1.5 days): how to effectively manage complex issues, follow the principles of corporate governance and achieve better value for money
- Developing commercial awareness masterclass (1 day): how a commercial approach to leadership and managing risk can add value
- Commercial masterclasses series (0.5 days each): planning for commercial success, demystifying commercial contracts and achieving supplier engagement
- Successful contract negotiation masterclass(0.5 days): the process and skills required for successful negotiation.

Professional expertise

- Procurement, finance, legal and project delivery professional curricula (eg. CIPS qualifications in procurement).

Commissioning services

- Commissioning Academy, set up to help commissioners deliver more efficient public services.



Project Delivery

Managing projects and programmes is one of the core functions of the Civil Service. Everyone needs to be skilled in project management to ensure work is delivered on time and to budget and is properly managed.

Information and resources

The CSL portal offers a range of [useful project delivery resources](#) to support your learning, such as Project team development and Inspiring project buy in.



New to project delivery

- [Introduction to projects e-learning](#) (0.5 hours): the basics of project management
- [Running small projects workshop](#) (1 day): identifying tools and techniques to be more effective in handling small projects
- [Project management - people skills course](#) (2 days): how to work effectively with key people involved in projects
- [Successful project delivery e-learning](#) (5 hours): understanding the language and processes needed for successful delivery of programmes and projects.



Senior leaders

- [Project leadership workshop](#) (2 days): advice for senior leaders with minimum project leadership experience to help you successfully lead significant projects
- [Major Projects Leadership Academy \(MPLA\) in the Cabinet Office](#): targeted development activity for leaders working on the Government's Major Projects Portfolio.



Professional expertise

- [Introductory certificate in project management e-learning](#) (10 hours): recommended for those preparing for the APM Introductory Certificate
- [Project delivery profession curriculum](#): learning such as PRINCE2, Managing Successful Programmes and accredited Association for Project Management programmes.



Digital

We live in a digital world and civil servants need to be able to understand how to tap into that world – from using social media to delivering services online. The **Government Digital Strategy** explains how all departments will become digital by default.

Information and resources

The **CSL portal** offers a range of resources on digital, including those from Ashridge and GoodPractice. The Government Digital Service is working to ensure that digital is integrated into a range of learning and development opportunities.

New to digital

- **Digital Awareness e-learning - what digital by default means for government** (30 mins): explores what digital means for government and for individual civil servants
- **Digital awareness videos** (2 mins): these four videos will help you understand how digital is being used in the Civil Service: listening to users, using social media, transforming services and starting with user needs
- **Guide to open internet tools**: details digital tools that are readily available to make you more efficient and effective
- Social media resources: **Introduction to social media** and cross-government **social media** guidelines.

Working in a profession

A number of the professions have developed specialist learning. These can be accessed by civil servants in other professions too, according to business need. For example:

- The **Communications profession** offers a wide range of digital learning opportunities
- The **Project delivery profession** offers learning on Agile methodologies
- The **Operational delivery profession** covers digital service delivery
- The **Policy profession** offers learning on Innovative Delivery Models and digital engagement.

Specialist expertise

- The **Digital by default service standard** and **Service design manual** are for digital employees. A **Service Manager programme** (8 days) is also available
- A **programme** is available for organisations publishing to **GOV.UK**.

Leadership roles

- Digital learning will increasingly be included in **CSL leadership programmes**, the **Commissioning Academy** and **Major Project Leadership Academy**.
- Digital masterclasses for grades 6, 7 and SCS – **The digital landscape** and **Alpha in half a day**.



Change Leadership

Leaders at all levels are role models, leading change and communicating with staff. Change will always be part of the day job. The skills to lead and manage change are needed at all levels of the Civil Service.

Information and resources

The [Managing Change area](#) on the CSL portal summarises what is on offer to help you implement change.

New to leading and managing change

- [Change leadership guide](#) (1.5 hours): practical guidance, tools and techniques on staff engagement during the change process.

Managers

- [Managing and implementing change course](#) (1 day): the skills needed to support effective change implementation.
- [Change Leaders event](#) (1 day): equipping senior managers to inspire and engage others in leading change, run by MindGym.

Senior leaders

- [Change Leaders event](#) (1 day): equipping leaders to inspire and engage others in leading change, run by MindGym
- The [Leading cultural change masterclass](#) (0.5 days) and [Wicked problems and clumsy solutions masterclass](#) (1 day): understanding and developing strategies for the effective delivery of cultural change
- The [Managing Change](#) section of the CSL portal offers a wide range of change leadership learning.

Your guide to **learning**



You can access all the learning in this guide *and more* through the [Civil Service Learning portal](#).

If you need help with your booking, please contact the CSL helpdesk:

0203 367 8316

helpdesk@civilservicelearning.org.uk



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