

CASE STUDY

King's College London

Communication and Presentation Skills Across Three Cohorts

OVERVIEW

LCG has delivered its Communication and Presentation Skills Masterclass to three cohorts of staff at King's College London, training approximately **60 professionals** across the university — from senior change managers and deputy directors to programme officers and data leads.

THE PROBLEM

Staff across King's College London were using communication skills daily — leading meetings, presenting to senior stakeholders, facilitating discussions and negotiating key decisions. But pre-course assessments revealed a significant gap: **87% of participants rated their public speaking confidence as low or moderate**. The most common challenges were nerves and self-confidence, difficulty structuring thoughts under pressure, and fear of speaking in front of senior stakeholders.

THE SOLUTION

A practical, interactive masterclass built around the **B.I.G. Framework**, combining communication psychology with live practice under pressure. Participants worked through real scenarios, received direct feedback from LCG trainers and developed structured frameworks for thinking and communicating clearly in high-stakes moments.

RESULTS

94.1%

found the programme helpful in addressing their learning goals

100%

would recommend the programme to colleagues

3

cohorts delivered, with continued delivery requested by the university

9.4/10

average programme rating

9.6/10

average facilitator rating

82.4%

can apply skills in real-world situations immediately

"Building the communication confidence that professionals need to lead, influence and inspire."

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