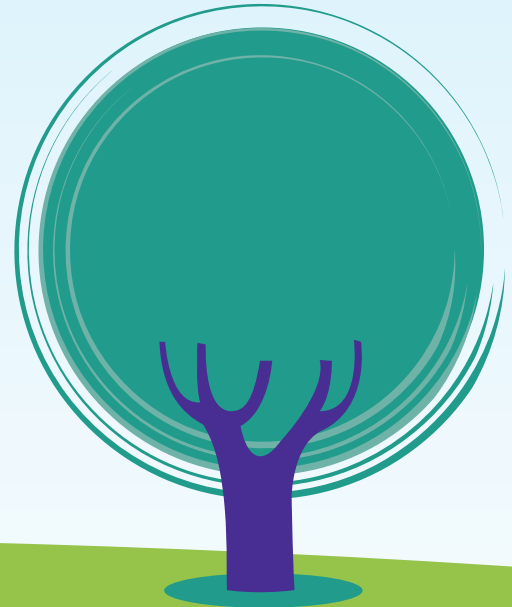




# Introducing Eliesha

Working in partnership with our clients



# Introduction

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Eliesha understands that operating in a fast-moving environment places huge demands on your organisation and staff. This is why our learning and development products and services are designed to enable people to grow and meet the challenges of change, whatever your business.

That's only part of the picture though. We always look at things from a business perspective and work in partnership to gain an in-depth understanding of your particular organisation. You can be confident that Eliesha products and services will fit your exact needs. Our corporate capability is delivered through a strategic network of experts, enabling us to address your learning and development requirements in breadth, depth, scope and scale, as well as providing delivery support coverage across the UK. You'll never be far from our highly responsive and professional assistance and a truly impressive standard of customer care.

All of which means that whether you want us to simply deliver your own training programmes, or design, manage, deliver and evaluate large scale learning and development projects across your whole organisation, we have the capability, capacity and competence you're looking for.

You can also be confident of enjoying a refreshingly innovative approach. Whilst we're extremely serious about equipping people with the skills, knowledge and behaviours they need to excel, we're equally committed to making that process sustainable, enjoyable and highly memorable.

## Cutting edge quality

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Our methods mix the tried and tested with the innovative. Whilst we operate tutor-led sessions, we also use a variety of other, less formal techniques, to help people retain information or change behaviour. These include one-to-one sessions, coaching, use of actors, telephone support, role play, e-learning and action learning sets. The reason? We believe that effective learning and development processes should involve, empower and even entertain those they are aimed at.

The effectiveness of our methods and the quality of our work has been widely recognised. We are accredited to deliver a range of Institute of Learning Management (ILM), Chartered Management Institute (CMI), City & Guilds, IOSH, PRINCE2® and Edexcel qualifications and have gained and maintained ISO 9001, Investors in People, and ISO 27001 (Information Security Standard).



# What you need, when and where you need it

Established in 2001, Eliesha is a highly successful national learning and development company, with in excess of 60 major national clients and over 90,000 delegates a year benefitting from our programmes. We operate a core staff of 50 and a strategic staffing network of over 400 consultants across the UK. Our network of consultants enables Eliesha to deliver programme interventions for clients in any part of the UK. It also supports our ability and competence to respond to specific client needs, together with the capacity and flexibility to deliver efficiently and effectively.

For you this means high levels of customer service and support. We will work in close partnership with you to design and deliver learning and development interventions directly relevant to the context of your needs.

We have the ability to effectively align and deliver our services in support of the strategic, tactical and operational drivers within your sector. We can work strategically with your Board, Human Resource and Organisational Development teams and Heads of Service, assessing the learning needs required to achieve your business objectives, design and deliver solutions and even provide a fully managed learning and development support service.

We have developed and delivered an extensive portfolio of learning products and replicable solution strategies. The unique success of Eliesha in the national Learning and Development **Buying Solutions** procurement strategy in 2009, demonstrates and evidences our breadth and depth of expertise, competence, value for money and innovation. Eliesha was the only company in the UK to gain pre-competited supplier Framework accreditation status with Buying Solutions in 10 Category Lots.

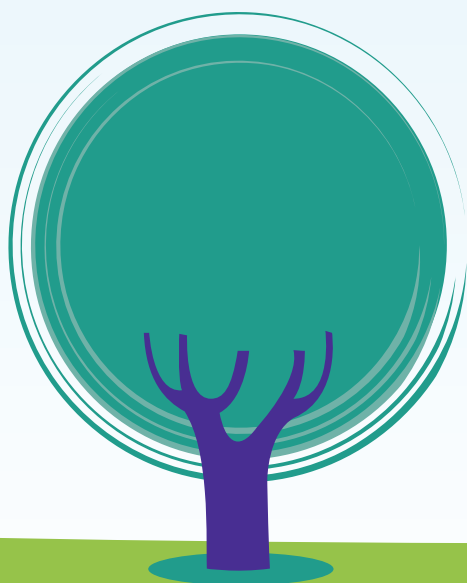
## The successful category areas for Eliesha are:

- Management and Leadership (including Coaching, Mentoring, Assessment and Development Centres, Psychometric Instruments - personality and ability, NLP)
- Human Resources
- Equality and Diversity
- Customer Service
- Programme and Project Management
- Communications and Marketing
- Health and Welfare
- Finance
- Security
- Information Technology

This success reflects the breadth and quality of expertise the company has established over time, working in partnership with its clients. Eliesha's reputation for high quality solutions and delivery standards, together with the relevance and replicability of our learning development interventions has enabled the company to act as a national solutions delivery agency. Eliesha's clients are able to use this framework to reduce Learning and Development procurement costs and to cost effectively purchase their learning and development needs in a consistent, coherent and value for money manner.

## Alongside the skills associated with the above we deliver:

- Accredited qualifications in:
  - Leadership
  - Management
  - Team Building
  - Coaching and Mentoring
  - Programme and Project Management
  - Key Skills
  - Customer Service
  - Business Administration
  - IT
  - Call Centre
  - Health and Safety
  - Policy, Knowledge & Skills
  - Human Resources
  - Learning & Development
  - Knowledge & Information Systems
  - Communication
  - Project Management
- Skills/Competencies and Behavioural Frameworks
- Learning Needs Analysis
- Train the Trainer
- Coach the Coach



# Customer service excellence is our passion



We don't just teach other people about the importance of delighting the customer. We practice what we preach.

We have a support structure in place to deliver excellent management and administration. Each one of our clients is assigned at least one Customer Service Advisor, a Lead Learning and Development Consultant and a Contract Manager who oversees the smooth running of projects and is an unchanging point of reference. We offer levels of additional customer support beyond the immediate project and contract, and we constantly measure and evaluate our delivery and contract performance. Our client references and contract extensions reflect our ability to 'get it right'.

We share knowledge across our UK network and are able to offer you an overview across skills and sectors and best practice examples that can be used in support of common action and to inform your own learning and development.

This is particularly beneficial for our clients in the public sector, pursuing a 'joined-up' government approach. Our ability to provide the customer with a comprehensive customer service is underlined by our range of clients. Further evidence of our customer service, expertise and capabilities is our success, via competitive tender with Buying Solutions and retention of clients over our last 10 years of trading.

## Professional Skills - Accredited Programmes at Eliesha

Organisations are all too well aware of the challenge of creating excellence in these changing times. Your people need to be able to deliver the day job whilst having to cope with constant change. Yet it is only through incorporating change today that they create the day job of tomorrow. So, how do you develop leaders and staff who will do just that - make change stick and get the day job done - as well as benchmark their achievements against accepted industry standards?

Our approach is to work in proactive partnership, gaining a deep understanding of your values, skill challenges, culture, business aims and objectives. Our knowledge and experience informs debate on how best to tailor interventions, including professional or academic accreditations, to meet client needs, fully reflecting the vision, values and outcomes our clients wish to realise.

Our quality training interventions affect and influence how essential services are managed and delivered every day.

Eliesha are accredited to deliver a range of programmes, which we are continually expanding to meet evolving client needs.

Examples include:

### Chartered Management Institute:

- Level 2 Certificate and Diploma in Team Leading
- Level 3 Award, Certificate and Diploma in First Line Management
- Level 5 Award, Certificate and Diploma in Management and Leadership
- Level 7 Award, Certificate and Diploma in Strategic Management and Leadership
- Professional Development Award in Management

### Institute of Leadership and Management:

- Level 2 Team Leading
- Level 3 Award and Certificate and Diploma in First Line Management
- Level 3 Award in Workplace Coaching for Team Leaders and First Line Managers
- Level 5 Award, Certificate and Diploma in Management
- Level 5 Certificate in Coaching and Mentoring in Management
- Level 5 Certificate in Project Management Skills
- Level 6 Award in Management
- Level 7 Certificate in Executive Coaching and Leadership Mentoring

### University of Hertfordshire:

- Post Graduate Certificate in Leadership and Management
- Post Graduate Diploma in Leadership and Management
- MSc in Leadership and Management in the Public Sector



## Our clients:

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We undertake highly successful leadership, management and professional development programmes for public and private sector clients. Innovation, creativity and fully understanding the needs of the organisation, its people, the challenges and the best methods for truly excellent learning interventions, is central to the way Eliesha works.

- British Council
- British Library
- Cambridgeshire County Council
- Civil Aviation Authority
- Committee for Climate Change
- Conwy County Borough Council
- Crown Prosecution Service
- Department for Communities & Local Government
- Department for Culture, Media & Sport
- Department for Transport
- Department of Works and Pensions
- Derbyshire County Council
- Disability Rights Commission
- Doncaster Metropolitan Borough Council
- Driver and Vehicle Licensing Agency
- European Medicines Agency
- Eastern & Coastal Kent NHS Community Services
- Essex County Council
- Ford Dagenham (London Borough of Barking & Dagenham)
- Foreign and Commonwealth Office
- Forestry Commission
- Health and Safety Executive
- Health Protection Agency
- HM Revenue and Customs
- HM Treasury
- Home Office
- Identity Passport Service
- Imperial College Healthcare NHS Trust
- Jobcentre Plus
- Leicestershire County Council
- Local Government Association
- Meat Hygiene Service
- Ministry of Defence

Our capability to make a difference is evidenced by reference to the following current clients and our highly successful programmes:

- National History Museum
- National Offenders Management Service
- National Policing Improvement Agency
- National Probation Service - Surrey  
National Probation Service - Sussex
- Newcastle City Council
- NHS Business Services Authority
- NHS London Trusts
- North Lincolnshire Council
- North West Development Agency
- North Yorkshire Police
- Office of National Statistics
- OGC Buying Solutions
- Oxford County Council
- Rhondda Cynon Taf County Borough Council
- Royal Mail Group
- Scottish Borders Council
- Serious Fraud Office
- Sports Wales
- St Leger Homes of Doncaster
- Stoke on Trent City Council
- Surrey County Council
- Training and Development Agency for Schools
- UK Intellectual Property Office
- Wales Audit Office
- Wales Fire & Rescue Service
- Welsh Assembly Government
- Welsh Language Board
- West Hertfordshire Hospitals NHS
- West Lothian Council
- Wiltshire Council



# The services and products we provide are underpinned by our values and beliefs which we would like to share with you

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- Our principal motivation is to consistently “delight the customer”
- We value and respect our customers and all our staff and associate trainers
- We always seek trusting, co-operative, open, understanding and appreciative relationships with our customers, associates and each other
- We value diversity and the benefits our skills, personality and cultural differences bring to each other and the business
- We act with integrity and support our customers and each other through our reliable and adaptable approach to our work
- We aim to deliver our products and services in as sustainable way as possible aware of our responsibilities towards the environment
- We believe that work should be fun, stimulating, challenging and rewarding.



To find out more visit our website at [www.eliesha.com](http://www.eliesha.com) or email us at [info@eliesha.com](mailto:info@eliesha.com)



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