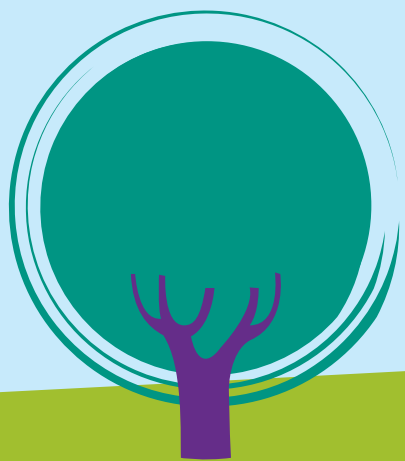




...introducing eliesha...



working in partnership with our clients

Introduction



At Eliesha, we understand that operating in a fast-moving environment places huge demands on organisations and their 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 their business.

That's only part of the picture though. As we always look at things from a business perspective and work to gain an in-depth understanding of your particular organisation, you can also be confident that Eliesha products and services will fit your exact needs. And, with a network of experts covering all of the UK, you'll never be far from highly responsive, highly 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 manage and evaluate large scale Learning and Development projects across your whole organisation, we have the capability and capacity 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 behaviour they need to excel, we're equally committed to making that process enjoyable and highly memorable.

What you need, where you need it



Established in 2001, we have now grown to offer clients complete UK coverage and an unusually wide and varied range of skills and specialisms.

Our services are delivered by members of our Core Consultancy and Learning and Development team of approximately 50 specialists in over 10 geographical regions. These are supported by over 300 associates who can be called on as and when required. This adds up to a diverse range of service sector, commercial and industry backgrounds and qualifications encompassing everything from policy, strategic development and management development to conflict management and health and safety.

For you this means we can be extremely responsive. We will work with you, through your leadership and management structure or on a one-to-one basis, to deliver coaching and learning and development opportunities of every kind.

These can range from working strategically with your Department and Board assessing the learning needs required to achieve your business objectives to providing a fully managed learning and development solution. We can design and develop bespoke Assessment or Development Centres and specialist occupational psychology-based coaching of individuals. We have developed and delivered an extensive portfolio of learning interventions covering accredited and non-accredited Leadership, Management and Coaching, Health & Safety and IOSH, Project Management and PRINCE2™.

And all are approached from one particular business perspective – yours.



Cutting edge quality

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 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 ILM, CMI, City & Guilds and Edexcel qualifications and have gained ISO9001, Investors in People, and ISO 27001 (Information Security Standard).



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.

Each one of our clients is assigned at least one Customer Service Advisor and a Lead Learning and Development Consultant and/or Contract Manager who oversees the smooth running of projects and is an unchanging point of reference. We offer a level of additional customer support beyond the immediate project and contract, and we monitor our retention rates and our ability to re-secure contracts to ensure we keep getting it right.

We are also, as a complete UK network, able to offer you an overview across skills and sectors that can be used 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. We are also a Catalyst approved supplier and work with some of the largest public and private sector organisations in the UK.



Here's just a taste:

- Department for Work and Pensions. We currently provide the largest public sector employer in Europe with a range of management and personal development programmes – off-the-shelf, tailored and bespoke courses, HR consultancy and Occupational Psychology services and accredited programmes.
- Essex County Council. We are delighted to have been awarded a 3-year framework agreement to develop and deliver a suite of staff development programmes covering Masters Level programmes Accredited by University of Greenwich and Foundation Level programmes accredited by the Institute of Leadership and Management.
- HM Revenue and Customs. HM Revenue & Customs (HMRC) is the new department responsible for the business of the former Inland Revenue and HM Customs and Excise. We are currently delivering management and personal development programmes for middle and senior managers as the two organisations merge and new responsibilities are assumed.
- Swissport UK. Now, with the company aiming for further upward and outward expansion, we are helping its Senior Managers to successfully rise to the challenge. We designed and developed a residential two-stage leadership programme 'Leading the Way' based on the Leadership Qualities Framework.
- The Driver Vehicle Licensing Agency. As it undergoes one of the largest investments in technology and learning in the UK, we are providing management and personal development programmes, with a specialist Customer Care and telephone remit with associated Qualifications.
- The Ministry of Defence. We are currently providing management and personal development programmes, plus Senior Executive Coaching, across the UK to civilian and non-civilian personnel.
- The Welsh Assembly Government. We recently secured a major contract to manage the outsourced Learning & Development provision for 6,000 staff across the whole of Wales.



Our other clients include:

- Assembly Parliamentary Services - Wales
- British Library
- Cambridgeshire County Council
- Child Support Agency
- Civil Aviation Authority
- Defence Communication Services Agency
- Department for Communities & Local Government (formerly ODPM)
- Department for Transport (DfT)
- Derbyshire County Council
- Disability Rights Commission
- Doncaster City Council
- Environment Agency
- Forensic Science Service
- Government Office Network
- Government Purchasing Agency
- Greater Manchester Fire and Rescue Service
- Greater Manchester Police
- HM Prison Service
- Higher Education Academy
- Home Office
- House of Commons
- Identity Passport Service
- Imperial College Healthcare NHS Trust
- Intellectual Property Office
- Jobcentre Plus
- London Borough of Barking & Dagenham
- London Borough of Islington
- National Policing Improvement Agency
- North Lincolnshire Council
- North West Development Agency
- OGC Buying Solutions
- Rhondda Cynon Taf County Borough Council
- S-Cat/Catalyst
- Scottish Borders Council
- Serious Fraud Office
- Stoke on Trent City Council
- Sunderland City Council
- Surrey County Council
- Training and Development Agency for Schools
- Wales Audit Office
- Welsh Language Board





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

- 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 believe that work should be fun, stimulating, challenging and rewarding.

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