

Eliesha

Introducing **Eliesha**...
...bringing learning to life





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Overview

Eliesha Training is an experienced international provider of professional learning and development. In support of national delivery, we have offices in Newcastle upon Tyne and Cardiff. We specialise in the design and delivery of management and leadership solutions.

Established in 2001, we have successfully formed long-term learning partnerships with leading public and private sector organisations of all sizes and in all sectors. This is underpinned by our ability to provide innovative learning interventions that drive change and improvement, provoke a targeted, tangible response in workforce development and have a lasting effect on business performance.

Eliesha's philosophy is always to work in a close, collaborative and proactive partnership with our customers in order to obtain an in-depth understanding of their specific culture, challenges and business aims. This strategic learning partnership approach has enabled us to help our customers meet their unique challenges, manage significant change, perform and grow an organisation-wide culture of learning and continuous development.

We offer a variety of interventions that can be contextualised to culture and competency needs, combined and structured to form comprehensive programmes of learning that bring about required behaviour change and desired learning outcomes:

- Micro-learning:** Eliesha's pearls of wisdom® are short but powerful animated videos, covering a wide array of management, leadership and workplace topics, models, tools and techniques. Accessible on a variety of platforms, they are designed to be used at the point of need.
- Bitesize & Masterclass Workshops:** Traditional interactive workshop sessions of 90 minutes or 3 hours, delivering skills, knowledge and techniques with a practical focus on application and how to transfer learning back to the workplace.
- Accredited Programmes:** As an Approved Centre with the Institute of Leadership and Management (ILM) and the Chartered Management Institute (CMI), Eliesha can support the drive for professional skills, providing face-to-face, distance and e-learning courses leading to nationally recognised qualifications in Leadership, Management and Coaching.
- Management Apprenticeships:** Through our status as a main provider on the ESFA's Register of Apprenticeship Training Providers, we deliver high quality programmes towards the new employer-designed, occupation-focused Management Apprenticeship Standards at Level 3 (Team Leader/Supervisor) and Level 5 (Operations/ Departmental Manager).
- Coaching & Mentoring:** Whether it's our pearls of wisdom® category, coaching skills workshops, ILM and CMI qualifications or one-to-one coaching, Eliesha has the solution that will help to create and embed a coaching culture in your organisation.
- Distance Learning College & e.eliesha:** With support from our dedicated Accredited Centre team and through our online Learning Management System, learners can study towards Eliesha's portfolio of national leadership, management and coaching qualifications, which is constantly reviewed to reflect best practice and qualification updates.
- Assessment & Development Centres:** Within our Assessment and Development Centres our occupational psychologists and learning and development specialists use a combination of market leading exercises, psychometric tools and competence-based interviewing to ensure the best possible outcomes are achieved.

Quality & Customer Focus

Eliesha has a quality culture, incorporating a quality ethos and customer focus in every aspect of our business. In practice, this means robust procedures and systems are in place from the top down, together with a commitment to approaching all of our work with a customer-first mindset.

We are proud to hold ISO 9001 Quality Management Systems certification, an externally audited assurance and endorsement of our commitment to policy, process and systems resulting in high quality learning products and services. In addition, we hold ISO 14001 Environmental Management Systems certification, reflecting a thorough and transparent approach to our environmental footprint and Cyber Essentials, assuring our information systems and data security.

Working with our professional industry partners ILM and CMI, we have achieved Approved Centre status with both organisations, supported by our qualified and dedicated Accredited Centre team. We work with them to ensure good and best practice in our learning and development solutions:

“Eliesha Training has been one of our most innovative and proactive approved centres, working in close partnership with our business development and policy research teams to deliver excellent accreditation and qualification solutions in order to meet emerging client needs. As a deliverer, Eliesha achieves exceptionally high completion rates and is recognised by ILM and its clients as an organisation that lives up to its values, especially that of delighting the customer.”

CEO, Institute of Leadership & Management (ILM)

Eliesha is one of our market leading training partners that provide outstanding support in management and leadership development for the public sector. CMI is delighted with the quality of development, delivery and assessment of Eliesha's public sector programme regularly highlighted by learners and clients alike at their celebrating success 'graduation events.'

CEO, Chartered Management Institute

Eliesha considers the achievement of customers' required learning outcomes as paramount and strives to exceed customers' expectations. Our learning partner approach ensures that development needs are met through accurate and detailed identification of customers' requirements. Effective solutions are designed and delivered, informed by professional dialogue, knowledge and experience. Continuous and comprehensive measurement and evaluation informs further delivery and assures learning is on the required trajectory for success. This is supported by a collaborative process of close communication and consultation with customers. Targets for the achievement of key performance indicators are identified and progress is monitored through regular evaluation feedback, reporting and customer meetings to ensure we provide value for money and a "right first time" service:

“The Eliesha management team and training consultants have been very supportive and flexible to our needs. Together we have found solutions that worked for Newham and our employees in a partnership manner. Eliesha has very high standards and the majority of courses delivered by them received at least 85% excellent ratings, often higher. One of the easiest contracts I have managed. The contract manager has been a particular beacon of excellence and partnership working. A highly recommended company.”

Head of Leadership & Organisational Development, London Borough of Newham Council

“Eliesha is an extremely professional company and their work has been of a very high standard, the quality of the delivery from the trainers is excellent and feedback from our delegates supports this. The number of people completing the training and gaining a qualification is very high due to the robustness of the programme and the support that is given to everyone by the trainer. Eliesha has played an invaluable part in making our University Coaching Academy the success in the drive for change and transformation it is today. We have a really good and productive relationship with Eliesha which I hope will continue for many years and I would highly recommend them.”

Head of HR, University of Birmingham

“It has been a pleasure to work with the Eliesha Team in developing and delivering this combined Senior Exec Leadership Team and Corporate Management Team [programme]. It has delivered significant benefits in knowledge growth and the opportunity for everyone to be engaged in significant strategic issues and work on these together, applying the tools and techniques to highly relevant strategic challenges facing the Council. Eliesha was easy to work with, understood the challenges in the local government arena and added significant strategic value.”

Head of HR & Talent Management, Merthyr Tydfil County Borough Council

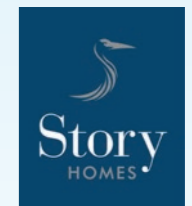
“Extremely customer service focused. The [Eliesha] team are willing and able to work flexibly, in times of pressure, to support our needs. They have always been supportive of the work that we are doing and are able to use their trainers' expertise to complement our internal strategies.”

Head of Learning, NHS Blood & Transplant

“Selecting Eliesha Training as our apprenticeship partner has allowed us to take full advantage of our Apprenticeship Levy, and in doing so supported the creation of our Wienerberger Leadership Development Programme. The support offered by Eliesha from the start of our discussions, through to programme launch has been both professional and detailed. This has continued through into programme delivery and our learners are now experiencing, from the team of expert tutor/coaches, a breadth of knowledge and experience they have never encountered before”

Learning & Development Manager, Wienerberger UK

Example Learning Partners



Management & Leadership

Eliesha has a clear understanding of the strategic challenges that face organisations and their goals for service excellence. We monitor and research the trends influencing the world of work; the structure of work and the way people work in order to inform our advice, designs and interventions.

Management and leadership skills are critical in shaping and delivering business strategy and competitiveness. These include skills such as effective decision making, managing change, taking responsibility, delivering improved performance and the ability to lead and innovate. Research on the business benefits of management and leadership development shows that employee and organisation performance are clearly correlated with management abilities.

Eliesha helps customers to address the challenges of management and leadership. We help them by equipping people with the capabilities to successfully deliver organisational goals. This requires, for example, appropriate leadership skills and behaviours to engage with staff and manage performance; the understanding and motivation to innovate; the skills to embrace, drive and manage change; the knowledge and skills to review, assess and re-equip their organisation with the human capital necessary to perform, achieve required outcomes and meet future challenges; the confidence and skills to operate competitively in global markets.

Eliesha has expertise and understanding, in breadth and depth, of many successful management and leadership development solutions. We are able to deliver solutions relevant to level and deliver tiered programmes, starting from aspiring/junior manager, middle managers up to board level. We are able to select and combine relevant models, methods, tools and techniques into effective Leadership and Management Development programmes, incorporating relevant vision, values and competency frameworks. In this way, management and leadership development is better embedded and driven out of the context and the challenges that managers and leaders in the organisation face – individually and collectively. The contextualisation of programmes better enables engagement, relevance, practical application and accelerated transfer of learning to the workplace, ultimately helping towards the achievement of required learner and business outcomes.

Accreditations and qualifications

Improving development by achieving qualifications is a vitally important part of becoming a true professional. It's every bit as important for managers as it is for lawyers, accountants or doctors. Eliesha supports the drive for improved professional skills. Specifically, this is achieved through our status as an Approved Centre to deliver accredited programmes on behalf of the Chartered Management Institute (CMI) and the Institute of Leadership and Management (ILM), with whom we are able to offer accreditation up to level 7. Eliesha is also on the Register of Apprenticeship Training Providers (RoATP) for Management Apprenticeships at levels 3 and 5.



Micro-learning

In response to operational pressures, learners require knowledge and skills to be delivered with more learning value, but with less learning time needed. Learning has to be relevant, include content of high quality, of shorter duration, with sharper focus, be flexible and have a lasting impact. It also needs to be accessed and delivered in smarter ways.

Eliesha's digital learning, pearls of wisdom®, comprises over 300 engaging animated videos, each of 3-4 minutes in duration, incorporating beneficial content that can be used flexibly in support of the delivery of skills and knowledge. The pearls of wisdom® can be accessed via the internet or organisation intranet and viewed on mobile, tablet, laptop or desktop, meaning they can be used where and when they are needed most.

Expert insight

The pearls of wisdom® content incorporates the insight and expertise of subject matter experts and leading thinkers, delivering the knowledge and information people require e.g. methods, tools, techniques and tips. The learning is easily understood and effortlessly applicable to workplace tasks and challenges.

Learning outcomes

All videos in the pearls of wisdom® series have clear context, learning outcomes and structure. The content has been aligned to national occupational standards. Each one includes instructional elements, such as reflection, application and practice suggestions. Every video is referenced to applicable learning topics and categories, has a clear product

description and details the specific learning outcome to be achieved. Each one represents a piece of critical knowledge, skill or behaviour that the modern manager needs and hence can be easily selected and purposed to the business and learner context of need.

The pearls of wisdom® content has the ability to be combined and linked together flexibly, in order to be appropriately incorporated into blended learning programmes, or in support of social learning and workplace needs. They have been effectively used in support of programmes accredited by ILM, CMI and Management Apprenticeships.

Performance support

The pearls of wisdom® are designed to align with the 70:20:10 learning paradigm and support the learner-driven 'just in time' model, where learning is available on-demand and can be accessed when the learner needs it. The modular make-up allows for easy selection, combination and structuring of learning into supportive toolkits, specially designed for particular roles and responsibilities. This approach is recognised as bringing about significant improvements in performance and productivity.

Rich learning content

The pearls of wisdom® product series is a cost-effective investment in learning content. The videos are grouped into the following categories, which are continually updated and expanded:

- 1 Trust, Ethics, Authentic & Ethical Leadership
- 2 Understanding & Excelling at Change
- 3 Developing Self
- 4 Performance Management
- 5 Coaching & Mentoring
- 6 Motivation
- 7 Effective Communication
- 8 Team Building
- 9 Strategy & Organisation
- 10 Leadership & Management Styles
- 11 Project Management
- 12 Critical Thinking, Problem Solving & Decision Making
- 13 Creative Thinking, Creativity & Innovation
- 14 Health & Wellbeing
- 15 Equality, Diversity & Inclusivity
- 16 Customer Service
- 17 Finance
- 18 Marketing

Bitesize & Masterclass

We offer a continually evolving and expanding catalogue of Bitesize and Masterclass workshops, containing a wide range of relevant learning and development topics, designed and delivered to a specific context of need and in support of organisational and individual success.



Our Bitesize learning interventions (90 minutes) provide organisations with maximum returns for minimal time investment, balancing busy and unpredictable work schedules with effective skills development. The focus is very much on introducing new skills, methods, or tools and applying them through actions in the workplace.



Our Masterclass workshops (3 hours) enable learners to develop their talents further, to grow, perform, manage and meet the challenges of change. They provide knowledge at greater depth and intensity in key development areas, enabling reflection, practice and consolidation of skills. They provide an opportunity for greater interaction and deeper exploration of the chosen subject.

Customers can choose as few, or as many, as they require. Our modular approach allows customers to choose the courses they want, at the intervals and times that best suit operational circumstances and workplace challenges. Workshops can be run individually or a number delivered over a day to create relevant learning courses and programmes for any organisation or group of participants.

Each workshop can be run onsite at customer premises and provides the essential skills, tools and techniques to maximise people's performance at work, cost effectively. These workshops provide short, sharp learning interventions, minimising the amount of time people need to be away from their day-to-day role, but still offering practical, accessible and effective behavioural and skills training. As a result, Bitesize and Masterclass learning are the preferred modes of training delivery for many of our customers.

Our trainers are expert practitioners, skilled in the subject area and in delivery, so that learners benefit from their knowledge and experience.

All workshops are supported by guidance notes and can be reinforced with relevant pearls of wisdom®, if appropriate.



Face-to-Face

As well as our catalogue of short, sharp Bitesize & Masterclass workshops, Eliesha offers a comprehensive collection of one-day and multi-day face-to-face programmes of learning and development. Programmes such as these can help to bring about more substantial and sustainable changes in knowledge, skills and behaviour.

In this digital age, with increasing amounts of communication occurring digitally and virtually, face-to-face training interventions are still an extremely powerful development tool and preferred delivery intervention, within a blended learning model.

Face-to-face delivery has proven and strong foundations for driving development and delivering change. There are significant benefits deriving from professionally facilitated and interactive learning sessions. Trainers are better able to implement strategies to keep learners involved and engaged, maintain attention, support retention and encourage results. In the classroom-based learning environment, the trainer can adapt to learner needs, learning styles can be accommodated and the benefits of networking, learner-learner and learner-trainer dynamics can be harnessed and leveraged for improved learning outcomes. Effective communication – including tone, language, questioning, responses and reactions – and facilitated, purposeful exchanges ensure that there is a rich learning experience. Quality is further enhanced through professional discussion, debate, challenge, reflection and personal action planning.

If required, in support of the drive for increased professional skills, programmes of learning can be designed and delivered within an appropriate accredited and qualification framework.



Management Apprenticeships

Eliesha is approved as a main provider on the Register of Apprenticeship Training Providers (RoATP) to deliver the new Management Apprenticeship programmes (UKPRN number 10026843).

Eliesha successfully delivers Management Apprenticeship programmes at Level 3 (Team Leader/Supervisor) and Level 5 (Operations/Departmental Manager) Management Standards. The new Standards are employer and industry body designed and occupation-focused. Organisations can be confident that these quality programmes incorporate the knowledge, skills and behaviours needed to best address the challenges that the business faces in the current and future work environment.

Eliesha is passionate about providing a supportive, enriching learning experience for our apprentices, whatever stage of their career they have reached. We develop people into highly competent managers and leaders, equipped with the knowledge, skills and behaviours to make a huge difference to the performance and success of their organisation.

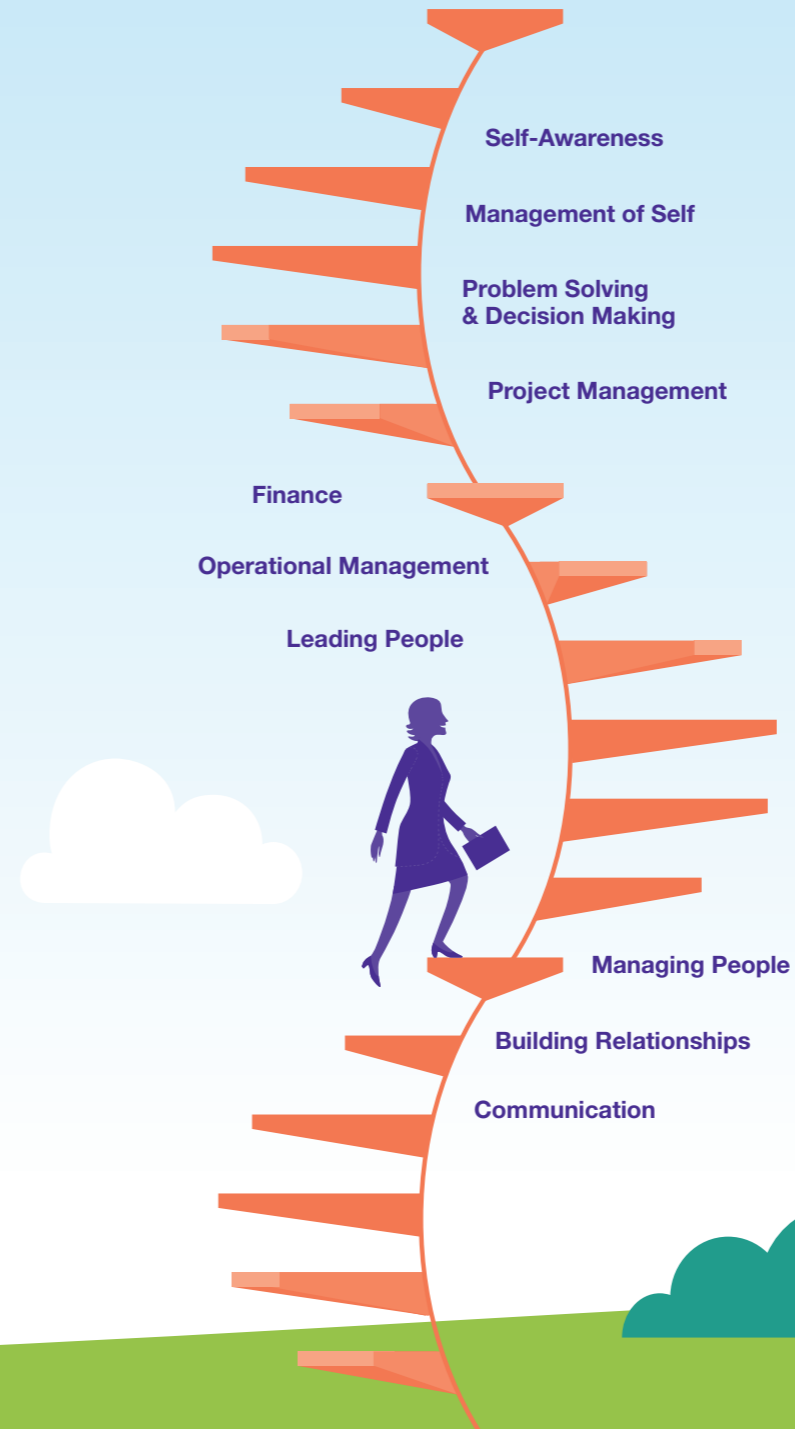
Our management apprenticeship programmes offer customers and apprentices an end-to-end support service in relation to existing workforce development and talent management. This includes expert consultancy, skills assessment and planning, through to effective delivery, successful end point assessment and evaluation of impact.

Our delivery approach includes a blended portfolio of specifically-designed interventions that have proven highly beneficial and impactful for many of our public and private sector customers. Our programme delivery minimises operational abstraction from the business and disruption for employees, whilst comprehensively supporting the 20% 'off-the-job' requirement. This means that our programmes are efficient, practice-focused and workplace relevant, so that apprentices will have an immediate impact upon return to the workplace in terms of improved knowledge, confidence, capability, performance and productivity.

Learning Delivery Approach



Example Module Titles



Employer Feedback

“Selecting Eliesha Training as our apprenticeship partner has allowed us to take full advantage of our Apprenticeship Levy, and in doing so supported the creation of our Wienerberger Leadership Development Programme. The support offered by Eliesha from the start of our discussions, through to programme launch has been both professional and detailed.

This has continued through into programme delivery and our learners are now experiencing, from the team of expert tutor/coaches, a breadth of knowledge and experience they have never encountered before”

Learning & Development Manager, Wienerberger UK

Apprentice Feedback

“The quality of the support that I have received from the Eliesha team has been second to none.”

L5 Management Apprentice, Utilities Company

“...because of improved confidence levels I am quite assertive in my role and I am looking forward to an opportunity where I am given even more responsibility.”

L3 Management Apprentice, University

“I really enjoy the face-to-face taught elements of the program and the camaraderie we have ... it feels such a secure learning environment which allows everyone to be open and to speak up.”

L5 Management Apprentice, Engineering Company

“This has been a fantastic opportunity to undertake this apprenticeship. It has given an insight into how management and operational decisions are made but also factors to be aware of when I am supervising staff.”

L3 Management Apprentice, University

Accredited Management Qualifications: ILM & CMI

Organisations are all too aware of the challenge of creating and maintaining service excellence and driving continual service improvement in these uncertain times. People need to be able to effectively deliver the business as usual day job, whilst having to cope with managing continuing uncertainty and change. In this context, there is a need to develop the professional skills of managers and leaders. These internationally-recognised qualifications help to equip people with the knowledge, skills and behaviours to effectively manage change and position it as “business as usual”.

Good managers and leaders are critical to the effective operation and performance of any business. They must possess the skills to make informed, intelligent decisions and the ability to lead those working for them by example, communicating with and inspiring them towards engaging in the corporate vision and achieving the organisation’s business goals.

Hence, there is a global focus and drive for improving the professional skills of managers and leaders. Organisations are increasingly looking for development programmes that incorporate relevant accredited leadership and management qualifications, in order to build management and leadership capability and capacity.

In response to this, Eliesha has well established learning partnerships with leading awarding bodies, which enable us to design and deliver the accredited solution that best fits customer needs.

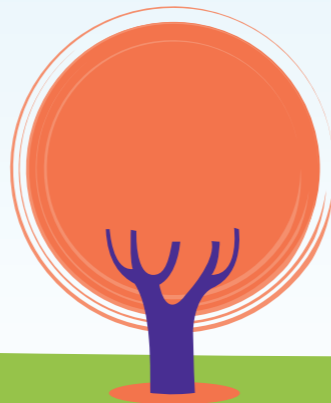
Eliesha is an Approved Centre with the Chartered Management Institute and The Institute of Leadership and Management, able to deliver accredited Management & Leadership and Coaching & Mentoring programmes resulting in qualifications from Level 2 up to Level 7.

Relevance and impact

In order to accelerate the transfer of learning from the classroom to the workplace and improve the achievement of personal and business outcomes, the development needs to be focused on the context of the organisations and systems in which people work. Eliesha is able to make the programme highly relevant and impactful by tailoring the accredited programmes to the business vision, values, competencies and context. This creates a strong foundation of professionally qualified managers and leaders.

Innovation and improvement

The work required for professional management and leadership qualifications involves a great deal of reflection and exploration about the learners’ existing organisation and personal or business challenges. Whether it’s breaking down and rationalising internal processes and systems, or generating ideas about improved management methods of current or future projects, managers will spend time considering what characteristics make organisations succeed and where it - and they - can improve. Where there is a cohort of learners, ideas and innovation will abound and develop. Learners will emerge from their programme with improved and new skills, filled with enthusiasm for new ways of thinking and acting, exciting new ideas - and plans for their implementation!



Coaching & Mentoring

Eliesha is passionate about coaching and mentoring which, in our experience, is one of the best methods of developing practical leadership skills. Leaders at all levels have a continuing need to learn and grow. Coaching can positively support and develop self-awareness and reflection in leaders, proving honest professional feedback and challenge, essential for personal and organisational growth.

Coaching is no longer restricted to conversations at senior levels. It’s not just targeted at rising stars. Today, coaching is woven into the culture of the organisation and impacts people at every level. The research is clear: coaching improves performance, collaboration and output.

Coaching is recognised as one of the most effective learning and talent development practices. It is also becoming the management style of choice in many organisations that have to respond flexibly to change and need to use the full potential of their people.

Within the workplace, coaching and mentoring can be designed at all levels to improve individual and team performance organically, with the focus on guidance and goal-setting. For example, coaching helps build the commitment (and not just compliance) to deliver process and plans. More and more organisations are seeking to develop a ‘coaching culture’, where managers implement coaching skills and methodologies into their day-to-day leadership role, promoting open and honest communication, continuous improvement, clear individual and organisational vision and a rigorous cycle of feedback.

Eliesha’s coaching and mentoring support includes one-to-one coaching (at all levels up to and including executive level), coaching and

mentoring workshops for teams and accredited programmes delivering widely respected and universally recognised professional coaching and mentoring qualifications.

Eliesha’s diverse and experienced network of professional coaches work with our customers using a range of appropriate models, psychometric instruments and tools. They have the ability to translate behavioural feedback into action plans, in order to create an effective development roadmap for individuals and teams.

Accreditation and qualification – accredited coaches

In support of a coaching culture, there is a strategic move in organisations to use accredited coaches who conform to recognised professional coaching standards. Eliesha is able to design and deliver coaching development solutions and qualifications with both ILM and CMI. These accreditations are industry recognised external quality marks. Professional coaching skills are compatible with transformational leadership skills. For example, ILM accreditation gives customers the confidence that coaching/transformational leadership skills hit a high external benchmark for quality and evidence skills in support of performance management, as well as this functional specialism.

Customer outcome:

“Eliesha has provided the University with ILM 5 level in coaching and mentoring programmes since July 2014. During 2016, Eliesha delivered an ILM level 7 in executive coaching programme with 100% success. Both programmes have been so well received that we are running further programmes for both levels during 2017. Eliesha also supply us with online “Pearls of Wisdom®” which are concise, engaging, animated video clips to help staff improve their skills and knowledge in a wide variety of subjects. Eliesha is an extremely professional company and their work has been of a very high standard, the quality of the delivery from the trainer is excellent and feedback from our delegates supports this.

The number of people completing the training and gaining a qualification is very high due to the robustness of the programme and the support that is given to everyone by the trainer. Eliesha has played an invaluable part in making our University coaching academy the success it is today. We have a really good and productive relationship with Eliesha which I hope will continue for many years and I would highly recommend them.”

Head of HR, People & Organisational Development

Assessment & Development Centres

Recruiting, selecting or appointing the right people for any role, at the right time - and ensuring they have the competences, attitudes and values to succeed - contributes to an organisation's performance and growth potential.

Investing in an effective assessment and/or development service, designed by Chartered Occupational Psychologists, and delivered by a highly qualified and experienced team of assessment professionals, reduces the risk of decision errors.

Eliesha has considerable experience in the successful provision of specialist Assessment and Development Centre services to public and private sector organisations throughout the UK. Within our Assessment and Development Centres our occupational psychologists and learning and development specialists use a combination of market leading exercises, psychometric instruments and competence-based interviewing to ensure the best possible outcomes are achieved.

Assessment Centres can come in a variety of shapes and sizes, depending on the candidate group and the selection criteria. Graduate assessment centres, for example, need to be an environment in which candidates can show potential as well as demonstrate what they have learned in their further and higher education. When designing Assessment Centres for managers, however, it is reasonable to expect candidates to have more experience, so their assessments can be tougher and draw more on their practical experiences and lessons.

Development Centres adopt similar processes to those used in Assessment Centres in order to inform upon development plans. Eliesha uses facilitators and coaches to help people realistically discover their potential and identify the steps they need to take to achieve their career, personal development and/or corporate required goals. Eliesha offers a full Development Centre service, which can be further enhanced through the delivery of associated skills development programmes to provide a complete development pathway for the people involved.

Benefits include:

- Bespoke and accurate solutions by offering a range of assessment methods
- Assessing existing performance, as well as predicting future performance
- An opportunity to assess and differentiate between candidates
- Insight into the proposed role (e.g. candidates can be tested on exercises typical for role)
- Perception of the company brand by the candidates (i.e. a good centre reflects well on the organisation regardless of whether the candidate is successful)
- More impartial and independent procedures, via Assessment Centres, ensuring that candidates are selected on their merit
- A detailed insight, via Assessment Centres, into, for example, the candidates' motives and alignment of values to those of the organisation
- Feedback to candidates about their strengths and weaknesses, providing an important insight into their skills and abilities to support their future development



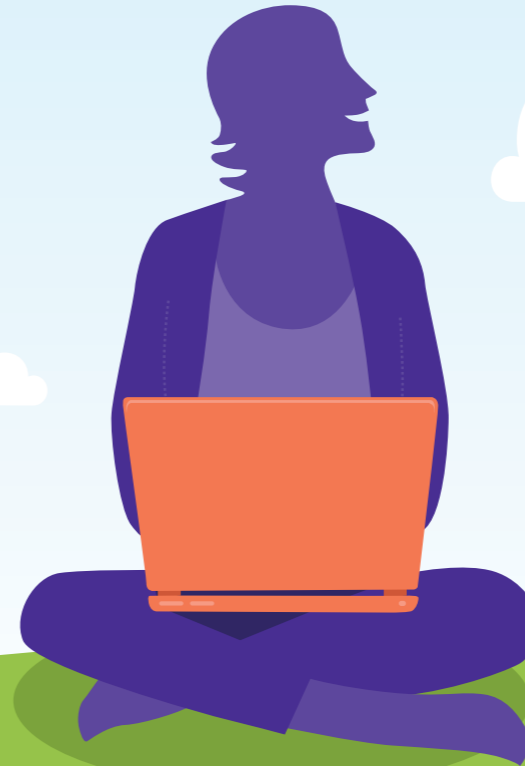
Distance Learning College & e.eliesha

Our Distance Learning College offers customers and learners the opportunity and flexibility to choose the programme and delivery model that best suits their individual requirements. Customers are able to use Eliesha's Distance Learning portfolio as part of an integrated blended learning solution for employees. Individual learners are able to liaise with Eliesha's learning and development consultants, or simply select and build the programme that's right for them. Learners can then learn at a time and a pace that is most convenient for them.

Whether the motivation for development is the prospect of higher earnings, potential for career enhancement and a potential promotion, or just the desire for a formal management qualification and the associated set of skills, we take pride in helping learners to get there.

Eliesha's Distance Learning College, including e.eliesha courses, offers a wide range of ILM and CMI units from Level 2 to Level 7 towards Award, Certificate and Diploma qualifications. Eliesha can provide the most appropriate remote learning programme to meet employers' learning requirements or those of an individual learner.

Dedicated support is provided by our Accredited Centre team, who oversee and manage the accreditation process for every learner, from registration through to certification. They will liaise with the awarding bodies, learners, trainers and any departments required within the customer organisation. Learners are supported by access to comprehensive and content-rich content online resources. Further support is provided by dedicated tutors, who can be contacted by email and online to ensure our learners successfully complete their qualification.



Specialist Solutions



The modern business environment is volatile, uncertain, complex and ambiguous. This, in turn, affects the working environment as a result of the impact upon organisational change and transformation, strategic planning, vision, values, behaviours, roles and responsibilities. As such, it's not always possible to use 'off-the-shelf' training products to achieve the outcome desired and solve the specific problems and challenges faced.

Eliesha successfully provides learning and development solutions to customers who operate in complex environments, with high levels of challenge, pressure, ambiguity and continuous change. As a result, we are able to leverage many years of experience and successful solution strategies, together with an extensive resource of subject matter experts. This informs a collaborative and professional dialogue with customers, aimed at the provision of bespoke solutions to unique, challenging and complex problems.

This can create an engaging learning environment, with the expectation for challenge, query and debate. We regard this as a healthy approach and an opportunity to professionally facilitate, be constructive and to support and drive change.



Examples include:

- Working collaboratively with a major government organisation, in our role as a **Strategic Learning Partner**. Reporting to the Management Board of a major government organisation, and as a part of an integrated team with HR Strategy, Organisational Development and Learning and Development, we designed and delivered comprehensive talent management, management and leadership and workforce development programmes in support of 2,000 employees. Complex in content, design and delivery, the solutions were crucial to the success of the organisation and delivered against a background of significant policy and organisational change.
- Specialist **resilience and personal confidence training** for NHS teams working daily in highly sensitive and extremely delicate scenarios.
- Bespoke **emergency response training** for the Resilience Team of a devolved government to help strategic managers across a range of public sector organisations ensure an effective, co-ordinated response to regional/ national emergency situations.
- Collaboratively-designed **safety leadership training** for a world-leading drilling and engineering contractor, working onshore and offshore, to support them in ensuring that people focus on safety, quality and operational performance.
- Complex **crisis management training**, helping customer service staff experiencing intense and sensitive client interactions to be self-aware and to assess and manage their own states of emotion. Designed by an experienced Chartered Clinical Psychologist and structured in face-to-face workshops including scenario-based learning environments, the key objective was to improve staff coping skills/psychological resilience.
- Tailored **lone worker training** – designed and delivered for a UK water company ensuring their engineers and site staff are safe and compliant with company procedures when working alone.
- A **custom toolkit of micro-learning** designed at the request of regulatory body IPSO and in collaboration with a legal professional to efficiently and effectively teach the essentials of British Media Law.

Learning Partners include...

Central Government

Marine Management Organisation
Driver and Vehicle Licensing Agency
Ministry of Justice
Department for Work & Pensions
House of Commons
Office for National Statistics
Rural Payments Agency
Welsh Government

Local Government

Merthyr Tydfil County Borough Council
Warwickshire County Council
Leicester City Council
South Tyneside Council
Newcastle City Council
Bath & North East Somerset Council
Kensington and Chelsea London Borough Council
Carlisle City Council
Newport City Council
Kirklees Council
Cardiff Council
Lambeth London Borough Council
Leicestershire County Council
Conwy County Council
Nottingham City Council
Fife Council
Kent County Council
Gateshead Council
Haringey Council

Health

County Durham & Darlington NHS Foundation Trust
NHS Blood & Transplant
NHS Business Services Authority

Royal Victoria Eye & Ear Hospital
Great Ormond Street Hospital
NHS Yorkshire & the Humber Leadership Academy
Leeds & York Partnership NHS Foundation Trust

Emergency

Tyne & Wear Fire & Rescue Service
Kent Fire & Rescue Service
Cumbria Police
Essex Fire & Rescue Service
Northumbria Police
College of Policing
London Ambulance Service

Housing

Mears Group
South Tyneside Homes
County Durham Housing Group
Link Housing Association
Story Homes
Home Group

Charity/Heritage

Natural History Museum
Age Concern (Tyneside South)
Tenovus Cancer Care
British Library
Newcastle United Foundation
Canal & River Trust
Melbourne City Mission
The National Lottery Community Fund
National Library of Wales
CISV

Leisure & Property

Mitchells & Butlers
Parkdean Resorts

Caravan & Motorhome Club
Intu Properties
Great Run Group
SportWales
SportScotland
LSL Property Services
Naylor's

Education

London South Bank University
University of Birmingham
University of Cumbria
University of Leicester
Coleg Cambria
NCFE
Regent's University
Northumbria University
SOAS University of London
Middlesex University
City, University of London
London School of Economics
Waltham Forest College
Emmanuel Schools Foundation
University of Wolverhampton

Energy & Utilities

Veolia Water Technologies
Northumbrian Water
Welsh Water

Legal

Burnetts
Muckle LLP
David Gray Solicitors
BHP Law
The Law Society

Manufacturing

Parker Hannifin

AkzoNobel
Wienerberger UK
Reece Group
Bristan
Tekmar Energy
Egger

Regulatory

Care Quality Commission
Independent Press Standards Organisation
Health Research Authority
Civil Aviation Authority
Coal Authority
Companies House
Centre for Process Innovation
Forestry Commission
General Medical Council

Professional Services

Capita
Frank Recruitment Group

Finance

Development Bank of Wales
NHS Wales Finance
Wales Audit Office
Atom Bank

Engineering

Pearson Engineering
VolkerWessels
Wood Group
Vale Europe

Electronics

Panasonic
Romax Technology
Raytec

Vision, Values and Mission Statement

Our Vision

To ensure that all members of the Eliesha team achieve personal growth and progression in a rewarding, healthy and challenging working environment. To create a culture in which all staff enjoy working for Eliesha and are proud of the company and its work. To encourage everyone to be the very best that they can be in everything they do. Eliesha will always act with integrity, encouraging open debate and the sharing of ideas and values.

Our Mission Statement

Through purposeful partnerships with our customers, we will be an innovative, dynamic and thriving business, developing and delivering high quality, cost effective learning and development interventions that enable our customers' people and businesses to succeed and thrive.

Our Values and Beliefs

- Our principal motivation is to consistently 'delight the customer'
- We value and respect our customers, suppliers and each other
- We always seek trusting, co-operative, open, thoughtful, understanding and appreciative relationships with our customers, suppliers and each other
- We value diversity and the benefits that our individual skills, personality and cultural differences bring to each other and the business
- We act with integrity and support our customers, suppliers and each other through our reliable and adaptable approach to our work
- We aim to continually develop products that are at the leading edge of learning technologies, thus improving the quality and effectiveness of the Eliesha learning experience
- We aim to deliver our products and services in as sustainable a way as possible, aware of our responsibilities towards the environment
- We commit to the communities in which we live and work through operating an ethical business adhering to, respecting and promoting the British Values of democracy, the rule of law, mutual respect, individual liberty and tolerance of those with different faiths and beliefs
- We believe that working for Eliesha should be fun, stimulating, challenging and rewarding



Customer focus
Leadership
Excellent services
Creativity
Motivation
Accreditation
Exc
Partnership
Bespoke
Learning & development
Customer focus
Motivation
Distance learning



Contact us

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