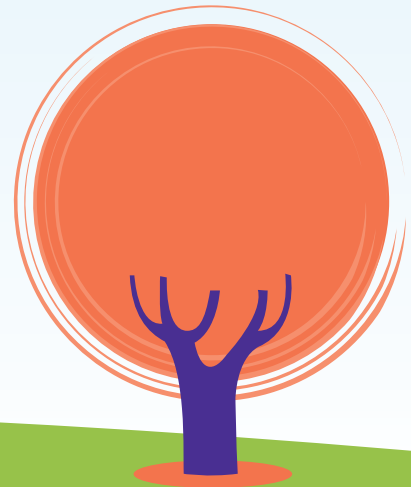


# Eliesha

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



# Overview

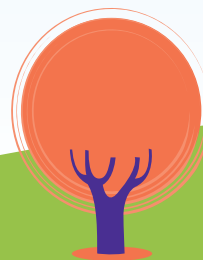
Eliesha is the training provider of choice for over 150 public and private sector organisations. For the last 14 years, we have delivered effective, impactful and cost efficient learning and development interventions.

We enjoy working with clients who are going through complex change because we recognise that although change is now a constant of business life, learning solutions are best when they are tailored to meet specific organisational challenges. We know our clients want to ensure that training makes a real and measurable difference to the skills, resilience and performance of their people - and therefore to their organisations.

Our philosophy is to work in a proactive partnership with our clients. That's why we operate with an international network of distributors and 500 trainers, coaches, HR professionals, business consultants and occupational psychologists, ensuring that we have the right people for your people. Our client relationship managers and training team work hard to gain a deep understanding of our clients' strategy, culture, values, processes and procedures.

Because we understand that the specific requirements of every organisation we work with is unique, we have a variety of solutions in our portfolio. These include:

- **pearls of wisdom® videos:** Short but powerful and engaging animated videos, covering a wide array of management models, tools and techniques. Accessible on desktop, laptop, tablet or smartphone and designed to be used at the point of need.
  - **Workshops:** Traditional interactive classroom sessions which deliver skills, knowledge and techniques, along with the opportunity to practise using relevant scenarios. Delegates explore, discover, learn and plan how to transfer their learning back to the workplace.
  - **Bitesize Sessions:** 90 minute sessions which give an introduction to or an overview of a subject. We would usually deliver four sessions in a day to give the best value. Alternatively a bitesize session is an invaluable addition to a team day.
  - **Masterclasses:** 3 hour sessions giving an indepth insight into a topic or an opportunity to explore new approaches.
  - **Accreditation:** Continuing Professional Development Certification can be achieved with The CPD Certification Service. We have clustered our pearls of wisdom® e-learning products into a comprehensive and flexible range of fully certificated, online, CPD awards.
- Professional Accreditation of Learning: As a Chartered Management Institute and Institute of Leadership & Management accredited centre, we can provide Workshop, Distance and e-learning courses that lead to nationally recognised qualifications in Leadership, Management and Coaching.
- **LMS – Learning Management Systems:** All your learning materials and resources in one place, giving you the ability to manage, administrate, track, deliver, transfer and evaluate learning.
  - **Managed Services:** Eliesha is a capable and effective outsourced managed learning partner, able to provide clients with complete management, administration and support services for learning and development. We consistently design and deliver measurable service solution improvements for our clients, in terms of flexibility, blend, efficiency and quality. We help our clients to achieve and increase performance outcomes, through continuous evaluation and evidenced based improvements, all to an agreed cost and best value.



# Quality and Customer Focus



Quality is embedded within every aspect of our business. In practice this means we give high levels of friendly, competent customer support and service at every stage. Measurement and evaluation of learning is as important to us as our investment in innovation, research and continuous professional development.

We have a dedicated and professional Accredited Centre which oversees accreditation processes for every learner from registration to certification. Our selection of learning qualifications are accredited by a range of academic and professional bodies and can be delivered face to face, on-line or by distance learning. All of this means our customers are delighted with our effective and engaging solutions, our efficient and knowledgeable support services and the return on their investment:

*"Eliesha have been excellent.....based on our experience, I have no hesitation in recommending Eliesha as a provider of Learning and Development"*.

Michael Leavy, Royal Mail, Management Development

*"...excellent, quite possibly the best management tools training I have ever attended"*.

Claire Thompson, North Yorkshire County Council

*"...the programme and delivery was excellent we are all very pleased and excited about the future with our team"*.

Andrew Clark, Tekmar Group

*"This was excellent - really innovative approach - very interactive and produced results - thanks a lot to all at Eliesha"*.

Steve Murphy, Organisational Development Manager Northumbria Probation Service

*"...Eliesha did an excellent job in delivering the management development programme to our employees. The trainer made a real effort in getting to know our business therefore making the scenarios more realistic and applicable to them"*.

Fiona Raglan, Dipsticks Research

*"Eliesha's e-Products are a breath of fresh air in adult learning and continual education..... the emphasis is on high-quality video production and a choice of on-line/off-line media.....BEENET is more than pleased"*

Chi Hian Foo, Sales Director, Beenet

*"Neville Clarke is very excited to be able to offer Eliesha's innovative Pearls blended with NC's delivery excellence in trainer lead courses into the South East Asian Market. The flexibility of Eliesha working with NC to develop the courses in line with regional needs and culture has been an enjoyable and refreshing process...."*

Poon Cheong Yuen, Deputy Managing Director, Neville Clarke

*"I have always found the Eliesha coaches professional with excellent knowledge of their subject, and keen to ensure that their approach fits the needs of the individual and the organisation. Our organisation has been undergoing a period of major change and this has been a useful tool for managers during this period"*.

Kirstie Brady - Development Team Leader, Forestry Commission

*"Extremely Customer Service focussed. The 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"*.

Tracy Thurgood, Head of Learning, NHS Blood and Transplant

*"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"*.

Charles Elvin, CEO, ILM



# Customers

Our capability to make a difference is evidenced by the following examples from our customer list:

- ACAS
- Alex Smiles Ltd
- Animal Health
- Annof Cyf
- Art Council Wales
- Aspire Group
- Assembly Parliamentary Service
- Bell Truck and Van Mercedes-Benz Ltd
- Benfield Motor Group Ltd
- Blaenou Gwent Council
- Book Council of Wales
- Bridgend Council
- British Airways plc
- British Council
- British Library
- British Medical Association
- Caerphilly Council
- Cafcass
- Cambridgeshire County Council
- Cardiff Council
- Care Council for Wales
- Care Quality Commission
- Carlisle City Council
- Chartered Insurance Institute
- CITB Construction Skills
- Civil Aviation Authority
- College of Policing
- Commission for Climate Change
- Companies House
- Conwy County Borough Council
- Countryside Council for Wales
- Critical Paths
- Crossrail
- Cumbria County Council
- Church of Scotland
- Department for Communities & Local Government
- Department for Culture, Media & Sport
- Department for Finance & Personnel, N. Ireland Government
- Department for Transport
- Department for Work and Pensions
- Derbyshire County Council
- Derby Primary Care Trust
- Dipsticks Research Ltd
- Disability Rights Commission
- Domino's Pizza
- Doncaster Metropolitan Borough Council
- Driver and Vehicle Licensing Agency
- East Ayrshire Council
- East Durham Homes
- East of England Development Agency
- Environment Agency Wales
- Essex County Council
- Estyn
- European Medicines Agency
- Fife Council
- Financial Ombudsman
- Financial Services Authority
- Flintshire Local Health Board
- Food Standards Agency
- Ford Dagenham plc
- Foreign and Commonwealth Office
- Forestry Commission
- Gap Personnel
- Gateshead College
- General Medical Council
- Greater East Midlands NHS Commissioning Support Unit
- Greater Manchester Fire and Rescue Service
- Great Ormond Street Hospital
- Harrow College
- Hart Council
- Health and Safety Executive
- Health and Safety Laboratory
- Health Protection Agency
- Health Research Authority
- Highways Agency
- HM Revenue & Customs
- HM Treasury
- Home Group Ltd
- Home Office
- House of Commons
- Houses of Parliament
- Identity Passport Service
- Ikea
- Imperial College Healthcare NHS Trust
- Independent Police Complaints Commission
- ITE Group plc
- KCA Deutag
- Kent Community Health NHS Trust
- Kent County Council
- Leicester City Council
- Leicestershire County Council
- Liberal Democrats
- Local Government Association
- Local Government Boundary Commission for Wales
- Logic Group
- London Ambulance Service
- London Borough of Ealing Council
- London Borough of Haringey & Waltham Forest Council
- London Borough of Islington Council
- London Borough of Lambeth Council
- London Borough of Newham Council
- London Borough of Tower Hamlets Council
- London Probation Trust
- Mentor Mon
- Merthyr College
- Mid & West Wales Fire & Rescue Service
- Ministry of Defence
- Ministry of Justice
- National Assembly for Wales Commission
- National Autistic Society
- National Grid plc
- National Institute for Biological Standards and Control
- National Library of Wales
- National Offenders Management Service
- National Policing Improvement Agency
- Natural History Museum
- Natural Resource Wales
- Naylor's Ltd
- Northern Council for Further Education
- Newcastle City Council
- Newcastle College
- Newcastle United Foundation
- Newham Partnership Working
- NHS Blood & Transplant
- NHS Business Services Authority
- Norfolk County Council
- North British Tapes Ltd
- North East Chamber of Commerce
- North Tyneside Council
- Northumberland National Park Authority
- Northumbria Probation Trust
- Northumbria University
- North Yorkshire County Council
- Nottingham City Council
- North West Development Agency
- Nova International
- Office of National Statistics
- Ofgem
- Oxford City Council
- Panasonic Ltd
- Piramal Healthcare Ltd
- Public Health Wales
- Red Marine Ltd
- Registers of Scotland
- Research Councils UK
- Rhondda Cynon Taf County Borough Council
- Royal Commission on the Ancient & Historical Monuments of Wales
- Royal Mail Group
- Safer Wales
- Santa Fe plc
- South Lakeland District Council
- South West London Law Centres
- SportsScotland
- SportsScotland Sports Governing Bodies
- Sport Wales
- Staffordshire and West Midlands Probation Trust
- St Leger Homes of Doncaster
- Stockton Borough Council
- Surrey and Sussex Probation Trust
- Surrey County Council
- Sussex Police
- Tait Walker Ltd
- Tekmar Ltd
- SCA Hygiene Ltd
- SCM Pharma Ltd
- Scottish Borders Council
- Serious Fraud Office
- Siemens plc
- The Big Lottery Fund
- The Logic Group
- The Press Association
- Training and Development Agency for Schools
- Traffic Wales
- Technology Services Group (TSG) Ltd
- Trinity Mirror Group
- Tyne & Wear Fire and Rescue Service
- UK Border Agency
- UK Hydrographic Office
- UK Intellectual Property Office
- University of Birmingham
- University of Teesside
- Vale Europe plc
- VOZA
- Wales Audit Office
- Wales Fire & Rescue Service
- Welsh Book Council
- Welsh European Office
- Welsh Government
- Welsh Language Commission
- Welsh Probation Trust
- Welsh Water plc
- Wrexham Council
- Youth Justice Board

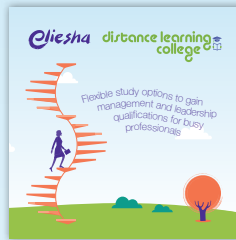
# Services

The 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, 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 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 and supporting charitable educational activities.
- We believe that working for Eliesha should be fun, stimulating, challenging and rewarding.



Call us or visit  
our website  
[www.eliesha.com](http://www.eliesha.com) to  
view and download  
our full range of  
brochures



## Contact us

Newcastle Office

Tony Cunningham

e: [tony.cunningham@eliesha.com](mailto:tony.cunningham@eliesha.com)

Paul Armitage

e: [paul.armitage@eliesha.com](mailto:paul.armitage@eliesha.com)

Eliesha Training, Newcastle House,  
Albany Court, Newcastle Business Park,  
Newcastle upon Tyne, NE4 7YB

t: +44 191 282 2800

Cardiff Office

Andy Burton

e: [andy.burton@elieshawales.com](mailto:andy.burton@elieshawales.com)

Mary Rogers

e: [mary.rogers@elieshawales.com](mailto:mary.rogers@elieshawales.com)

Eliesha Cymru, Churchill House,  
17 Churchill Way, Cardiff, CF10 2HH

t: +44 29 2066 3890

[www.eliesha.com](http://www.eliesha.com)

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