

Directory of services for members 2024-25

Details of the training, consultancy, coaching and other services that are available to full members of NHS Elect



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Welcome

Welcome to our directory of services. In this document you will find all the services that are available to full members of NHS Elect in 2024/25.

These are divided into two key categories: services that all staff in your organisation can access, and bespoke services to meet a particular need. These are explained in detail on the following pages.

We update our offer regularly to enable us to continue to meet the needs of our members so please ensure you are reading the latest version of this document.

You are also encouraged to get in touch if you are looking for a service that is not shown here, as we are always happy to consider new ways to apply our expertise. Please email us at admin@nhselect.org.uk.

Receive updates from NHS Elect

To hear about the latest webinars, courses, and other development opportunities from NHS Elect, please [register for our website](#).

Registration will also enable you to book directly onto upcoming webinars and courses, and access our library of useful resources.

All staff in your organisation are eligible to register, and we look forward to welcoming as many people as possible online in 2024/25.

What is included in membership?

Services for all staff

As part of your membership, all staff in your organisation can access a wide range of services, including:



Webinars

We deliver more than 140 live sessions throughout the year on a host of different topics. Most members see hundreds of their staff access these sessions each year.

[Find out more](#)



Online courses

We offer a growing selection of self-directed courses to enable your staff to learn when it suits them.

[Find out more](#)



Resources

We provide an on-demand library of useful documents and videos, including guides, templates, tutorials and more.

[Find out more](#)

There is no limit to the number of staff who can access these services, and we expect to deliver hundreds of hours of learning to your organisation via this route. You can find out more about these services for all staff on [pages 7-9](#)



Bespoke services

As a full member you also receive an allocation of 80 tokens, which can be exchanged for a range of bespoke services. Your tokens can be used to help you meet specific needs within your organisation, and you can allocate them however you wish.

Our bespoke services include:

- Learning and development workshops and programmes
- Team building
- Board development
- One-to-one coaching
- Consultancy services

You can find out more about our bespoke services on [pages 9-13](#). You can also learn more about how our token system works on the following page.

[Find out more about becoming a full member or if you want to upgrade your membership.](#)

How our token system works

Each full member receives 80 tokens per year that you can use in whichever ways you choose.

The following table outlines the cost in tokens of our most popular services

Service Tokens	
Face-to-face workshops and facilitation (lasting up to a day)	4
Online interactive workshops (2-3 hours)	3
In-house webinars (60-90 minutes)	2
One-to-one coaching (up to 4 sessions)	4 per client
Consultancy services	4 per day
Happier working lives national programme	8 per team

TOKEN USAGE EXAMPLE

10 x face-to-face workshops	40
6 x online workshops	18
3 x in-house webinars	6
2 x coaching clients	8
1 x team on happier working lives national programme	8
Total	80



NHS Elect is a national membership network that has been providing NHS organisations with high-quality support and training since 2002.

Our team

Hosted by Imperial College Healthcare NHS Trust, we are part of the NHS and work with more than 80 members across England and Wales including acute, community, and mental health trusts, as well as Integrated Care Systems (ICSs).

We also work regularly with NHS England and other national bodies. This gives us an in-depth understanding of emerging healthcare policy and best practice from across the UK, which we use to support our members.

Each member of our diverse team plays an important role in delivering impactful services for members.

Our colleagues include:

- Directors with many years of senior management experience
- Clinicians who have worked in a range of roles and specialties
- Leading edge technical and digital specialists
- Experienced project management office and admin staff

You can find out more about us by [reading our biographies.](#)

Our areas of expertise

We offer a range of services within the following key areas. We are also able to deliver some services outside of these areas, so please get in touch to discuss your requirements by emailing admin@nhselect.org.uk

Career planning

Communication and engagement

Facilitating groups and teams

Organisational development

Staff wellbeing

Coaching and mentoring

Customer care

Leadership development

Quality and service improvement

Strategy and systems

How to book services

Bespoke services

We have a dedicated admin team to help you book any bespoke services that you require. You can contact the team via email at admin@nhselect.org.uk

All bookings will need approval from the account lead in your organisation before they can be processed. Our admin team can let you know who that is.

If you are unsure which of our services would benefit you most, we would encourage you to arrange a conversation with your NHS Elect account manager.

[Find out who your account manager is on our website.](#)

Services for all staff

Your staff can access all our webinars, courses, and resources directly via our website: www.nhselect.nhs.uk



New for 2024/25

In response to the ever-changing environment, we have made a range of improvements for 2024/25 that we hope will help you achieve your goals and improve healthcare.

National leadership development programme

This new online development program will bring people together from across the country to discuss and enhance their leadership skills through engaging core topics and collaborative learning.

Productivity workshop

This brand new half-day workshop will provide actionable strategies, cutting-edge techniques, and personalised tools to significantly enhance the time management skills of your staff.

National Quality Coach Development Programme

This new programme aims to build improvement capability and capacity by training staff in the essential skills and knowledge needed to successfully coach teams and individuals through quality improvement work.

20% more webinars

We have introduced a host of new webinars for 2024/25 taking our annual total to almost 140. These include sessions on presenting effectively, habit forming, artificial intelligence (AI) and more.

Happier working lives team building day

A new team building session for the whole team, designed to foster a sense of collaboration, improve communication skills, and enhance overall team effectiveness. Packed full of fun, including Lego, top trumps and much more.

Twice as many online courses

We will more than double our online course offer during the year, starting with 10 more to choose from in quarter one. These include communication skills, building high-performing teams, and chairing meetings effectively.

Webinars

We have scheduled more than 140 webinars across 2024/25, which are free to access for all staff at member organisations.

There is no limit on the number of your staff who can attend, and more than 40,000 people joined us for one of our webinars in 2023/24.



Scheduled webinars

The webinars below have been scheduled across the year, covering more than 40 topics. To see the sessions we can deliver as in-house training workshops, please go to [page 10](#)

You can find the dates and times via the webinars section of our website. These are available to book around two months in advance of the delivery date. [Access webinars](#)



Typical length
60–90 minutes



Usually delivered
via MS Teams



Staff can book
directly via the
[webinars area](#)
of our website

Career planning

- Interview skills
- Planning your career

Communication and engagement

- Confidence and assertiveness
- Effective writing
- Nudge theory and persuasion
- Personal branding
- Presentation skills
- Service user engagement
- Social media in the NHS
- Telling powerful stories

Customer care

- Running your own goldfish bowl

Leadership development

- Conflict and difficult conversations
- Developing a flexible approach to your leadership behaviours
- Inclusive leadership
- Leading change
- Negotiation
- Psychological safety in teams
- Radical candour
- Team of teams
- What's happening to leadership

Management fundamentals

- Appraisal training
- Chairing a meeting
- Interview skills for interviewers
- Minute taking
- Online facilitation
- Project management
- Report writing
- Writing an effective business case

Staff wellbeing

- Compassionate conversations
- Happier working lives
- Resilient people in compassionate organisations

Strategy and systems

- Complexity and systems
- Making sense of the NHS
- Strategy for beginners

Quality and service improvement

- Demand and capacity
- Driver diagrams
- Human factors
- Introduction to PDSAs
- Introduction to QI
- Lean thinking methodology
- Presenting data effectively
- Process mapping
- Seven steps to measurement

Online courses

We have a popular library of online courses on our website, many of which are free to access for all staff at member organisations.

More than 15,000 people took part in one of our online courses in 2023/24.



Courses available to all members

Here are some examples of the courses available to all staff at member organisations:

- Introduction to quality improvement
- Mentoring
- Online facilitation
- Measurement for improvement
- Experience Based Design (EBD)
- Social media
- Report writing
- Minute taking



Self-directed and completed at your own pace



Split into bite-sized modules



Each course takes 3-6 hours to complete

Our online courses are available to access via the online course section of our website. We plan to make more courses freely available over the coming year so please look there frequently. [Access courses](#)

Improving the patient experience

We have now captured Sue Kong's experience of delivering this face-to-face workshop for the last 18 years into an online learning programme that your staff can access anytime they want.

This self-directed e-learning course will be personalised for your organisation in exchange for 20 tokens. This will provide unlimited access for all your staff for 12 months, including completion reporting and certification. The materials could also be used by your organisation's facilitator to 'plug and play' in a face-to-face workshop.

It will take your staff around six hours to complete and your organisation could generate thousands of hours of CPD by offering this widely.



Resources

All staff at member organisations can access more than 200 resources via our website, and more than 10,000 were downloaded in 2023/24.

These include:

- Recordings of many of our webinars
- Slides from our webinars
- Templates, guides and articles



Check out our growing library of resources on our website.
[Access Resources](#)

Learning and development

We deliver more than 600 learning and development workshops for our members every year, both in person and online.

Programme content

We will work with you to bring together the topics you need to achieve your development goals.

Session frequency

We usually deliver our programmes to a single group over several months, allowing for practise in between.

Method of delivery

We are happy to deliver training in person and can also provide virtual sessions using MS Teams.



To find out more or book any of these sessions, please speak to your account manager or email admin@nhselect.org.uk

Learning and development at a glance

Here are our most popular workshops and programmes. We can also deliver training on a range of other subjects, so please get in touch if the topic you would like us to deliver is not listed.

Area	Title	F2F	OW	W	Overview
Career planning	CV writing			Y	Download
	Interview skills			Y	Download
	Career planning			Y	Download
Coaching	Coaching skills	Y	Y		Download
Communication and engagement	Communication skills	Y	Y	Y	Download
	Writing effectively	Y	Y	Y	Download
	Social media for the NHS	Y	Y	Y	Download
	Patient engagement	Y	Y	Y	Download
	Stakeholder management	Y	Y	Y	Download
	Telling powerful stories	Y	Y	Y	Download
Customer care	Improving the patient experience	Y			Download
	Customer care for the internal customer (corporate staff)		Y		Download
	Empathetic communication over the telephone		Y		Download
Leadership development	Leadership development programme (4-6 days)	Y	Y	Y	Download
	Leading change	Y	Y		Download
	Understanding your leadership style	Y	Y		Download
	Emotional intelligent leadership	Y	Y	Y	Download
	Conflict and difficult conversations	Y	Y	Y	Download
	Foundations of team leadership	Y	Y	Y	Download
	Teaming and psychological safety	Y	Y	Y	Download

F2F Face-to-face, on site

OW Half day online workshop, via MS Teams

W Webinar, via MS Teams

***** Upon request

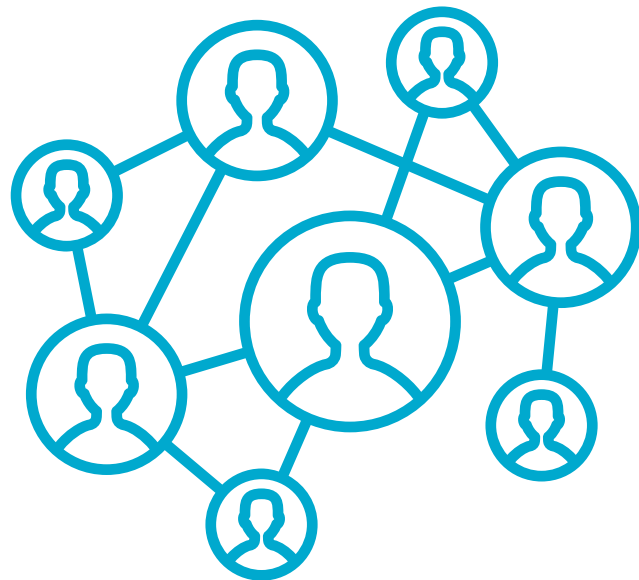
Area	Title	F2F	OW	W	Overview
Management fundamentals	Facilitation of groups and teams	Y			Download
	Facilitating training workshops	Y	Y	Y	Download
	Business cases	Y	Y		Download
	Negotiating and influencing	Y	Y	Y	Download
	Project management fundamentals	Y	Y		Download
	Report writing	Y	Y	Y	Download
	Productivity and time management		Y		Download
Quality and service improvement	Introduction to quality improvement	Y	Y	Y	Download
	QI practitioner programme (4 days)	Y	Y		Download
	QI coaches programmes (4 days)	Y	Y		Download
	Measurement for improvement	Y	Y	Y	Download
	Demand and capacity		Y	Y	Download
Strategy and systems	Leading in complexity and systems	Y	Y	Y	Download
	Strategy fundamentals	Y	Y	Y	Download
	Managing complex projects and programmes	Y	Y	Y	Download
	Integrated care systems explained	Y	Y	Y	Download
Wellbeing	Happier working lives programme (3 days)	Y	Y		Download
	Resilient people and compassionate organisations	Y	Y	Y	Download

To find out more or book any of these sessions, please speak to your account manager or email admin@nhselect.org.uk

In-house development programmes

In addition to the standalone workshops that are shown on the previous page, our team also deliver a range of integrated development programmes.

Opposite are our most popular programmes, which we can tailor to meet the needs of your organisation. We can also deliver completely customised programmes if required.



Leadership programmes

Our popular leadership offer brings together a series of sessions covering core topics that, taken together, deliver a balanced development programme. These typically include:

- Understanding and developing your leadership style
- Coaching skills
- Building high performing teams
- Conflict fundamentals
- Resilient people and compassionate organisations
- Leading change and human dimensions of change
- Effective negotiation

These sessions can also be threaded together to emphasise a particular aim or theme e.g. to foster a particular culture or develop organisation-wide competence. We can also deliver a range of additional topics to meet your exact needs.

Quality improvement practitioner programme

The QI practitioner programme provides participants with the knowledge, skills, and confidence to undertake a quality improvement project. This team-based programme will support clinical and non-clinical colleagues to design and implement more efficient and patient-centred services. The programme is made up of four modules:

- Introducing the model for improvement
- How will you know a change is an improvement?
- Identifying and testing changes
- Influencing others and overcoming resistance to change

The programme is delivered through a combination of four workshops, a range of online resources and a celebration event.

Quality improvement coaches

A tailored programme of workshops to support organisations to develop Quality Improvement Coaches for their organisation. Based on the national Quality Coach Development Programme we can tailor content to fit with your organisations Qi Strategy and teams development needs. This course will introduce the skills of practical quality improvement coaching and facilitation, as well as allow participants to explore factors for successful quality improvements and develop a network of contacts and support. The content will generally cover:

- Practical tools and tips to support teams with QI projects
- Facilitation tools and techniques to get the best out of groups and teams
- How to adopt a coaching approach when working with teams and individuals
- Sustainability, how to share and spread QI, and knowing when to stop.

Happier working lives

Over this six-month programme, staff from up to 8 teams will come together to understand what gets in the way of them thriving and explore what could be done to make them happier, healthier, and more productive. The programme comprises three whole-day workshops (or six half-day sessions online) with guidance and support in between each session, as well as a personalised library of resources. The programme covers:

- Understanding happiness
- Measuring happiness
- Thinking creatively
- Creating happier teams
- Influencing others
- Celebrating success

To find out more and discuss your programme requirements, please speak to your account manager or email admin@nhselect.org.uk

Session frequency

We usually deliver our programmes to a single group over several months, allowing for practise in between.

Programme content

We will work with you to bring together the topics you need to achieve your development goals.

Method of delivery

We are happy to deliver training in person and can also provide virtual sessions using MS Teams.

National development programmes

In addition to the in-house development programmes that are shown on the previous page, our team also delivers several national development programmes, with more planned for 2024/25.

These online programmes bring people together from across the country to learn and develop collaboratively.



Quality Coach Development Programme

For individuals involved in quality improvement activity
8 days, online

The Quality Coach Development Programme (QCDP) is an exciting opportunity for individuals and teams to develop and strengthen their skills around QI and QI coaching. The programme brings together the concepts of coaching, facilitation, improvement, measurement, the psychology of change, and much more into a high-quality national programme.

The materials have been designed and developed by a dedicated group of national subject matter experts from across the QI community in the UK and Ireland. The QCDP offers a broad range of possible benefits to an organisation, including improved outcomes, experience of care, and staff experience; increased retention; and a culture of continuous improvement.

To find out more and discuss your programme requirements, please speak to your account manager or email admin@nhselect.org.uk

Happier Working Lives

For any team who wants to improve their happiness:
5 half days, online.

Over this six-month programme, teams from across the country will come together to understand what gets in the way of them thriving and explore what they could do themselves to make them happier, healthier, and more productive.

The programme comprises five half-day workshops with guidance and support in between each one, as well as a library of resources. The programme covers: Understanding and measuring happiness, thinking creatively, enhancing team communication, key principles of quality improvement, and much more. Attendees will also benefit from a huge number of case studies and examples of things that have worked elsewhere in the NHS and beyond.

Coming soon

We will soon be launching both our Leadership Development Programme and Organisational Development Practitioner Programme. Please keep an eye on our website for further details.

Coaching services

The coaching faculty at NHS Elect was founded in 2010/11 and in the years since, has become a core part of the NHS Elect offer to those working at member sites and across the wider NHS.



We have nine directly employed coaches at NHS Elect, all of whom are trained and have completed the *ILM Level 7 Diploma in Executive Coaching and Mentoring* in order to practice as a coach. They all undertake regular CPD, coaching supervision and are all registered with the Association for Coaching, working to their professional code of ethics and practice.



We provide bespoke, confidential coaching services to senior clinicians, executives and managers working across the NHS. Our coaching team have all worked at a very senior level in healthcare, so they understand the context in which our clients work and can quickly build empathy and rapport.

Accessing our coaching offer

Prior to commencement all coaching clients will need to agree their access to a coach via NHS Elect, with the membership lead at their organisation (or in the case of non-members, someone able to support and resource their coaching).

Clients will then speak with a member of the coaching faculty at NHS Elect who will explain our approach to coaching, advise on the practicalities and agree next steps. Our coaching conversations with clients are conducted on a confidential basis and clients are all asked to 'contract' with their assigned coach. This will include a commitment to the coaching process, a responsibility to attend agreed coaching appointments and a clear set of goals for the coaching experience overall. Our clients are also given the option to provide feedback to their coach.

To discuss 1:1 coaching or any of the wider coaching services described here, please contact Darren Leech, who is one of our Directors and Head of our Coaching Faculty: darren@nhselect.org.uk

A typical coaching arrangement

Our coaching clients initially have access to up to 6 hours of action-focussed coaching appointments. These confidential sessions are typically booked for a duration of 60-90 minutes. Coaching appointments can be conducted online or in some cases face-to-face. Appointment duration, frequency and format is agreed directly between a client and their coach.

Our coaches use a range of coaching tools and techniques to promote client reflection and work to develop greater insight and awareness. Ultimately, coaching will enable the client to take action. Each of our coaching clients will have different needs, so clear goals and a tailored approach is always agreed.

Other coaching services from NHS Elect

Coaching Supervision and CPD for coaches

Those working as a coach in the NHS will need ongoing support and professional development. To help organisations facilitate this the coaching faculty at NHS Elect employs qualified coaching supervisors, who can provide both coaching supervision or bespoke CPD sessions that cover a range of coaching tools, techniques and topics. Our coaching supervisors are registered with the Association of Coaching Supervisors.

Coaching Skills training

Many of our coaches provide coaching skills training for clinicians, leaders, and managers in the NHS. This short course introduces the fundamentals of a coaching approach, enabling people to work more effectively through understanding and developing the skills needed to empower those that they work with. This training is accredited by the Association for Coaching and can be delivered virtually or face-to-face. It can also be complemented by the provision of access to an online training module.

Consultancy and bespoke services

As well as providing learning and development and coaching interventions, we can also deliver a wide range of consultancy services, including hands-on support and delivery.



Full members of NHS Elect can use membership tokens in exchange for consultancy and bespoke services at a rate of four tokens per day. If you would like to pay for additional services, we are pleased to offer a discounted rate.

Experienced consultants

Our experienced team deliver high-impact solutions in a range of key areas.

Flexible delivery

Whether you require ad hoc guidance or more extensive support we can find the right solution for you.

Specialist support

Our core team is supplemented by a range of trusted associates and suppliers to deliver an extensive range of support that is really valued by our members.

Our most popular consultancy services

Some of our most popular services are shown below.

Communication and engagement

- Planning and delivering communication campaigns
- Graphic design and video production

Digital education, design, and solutions

- Creating bespoke online courses
- Recording educational videos

Organisational development

- Supporting the development of an OD strategy
- Supporting culture analysis and change

Service and quality improvement

- Staff and patient engagement
- Reviewing and developing approaches to quality improvement

Strategy and systems

- Helping teams and organisations to develop their strategic plan
- Developing business cases

Team development

- Team building days, including the new Happier Working Lives day
- Co-designing and facilitating team development
- Psychometric analysis of teams

To find out more and discuss your exact requirements, please speak to your account manager or email admin@nhselect.org.uk

Get in touch

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