
Directory of services for members 2025-26



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

nhselect.nhs.uk

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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 2025/26.

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@elect.nhs.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 2025/26.

What is included in membership?

Services for all staff

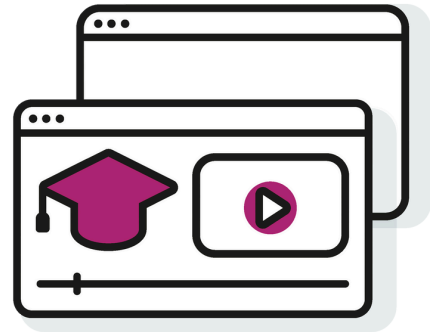
As part of your membership, all staff in your organisation can access a wide range of services, including:



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.

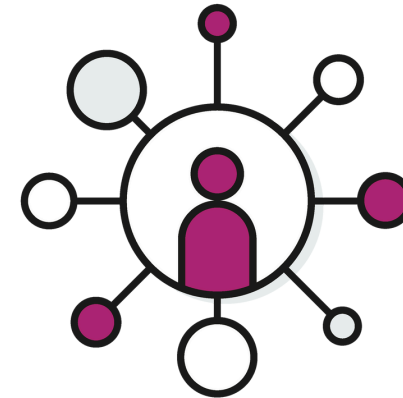
[Find out more](#)



Online courses

We offer a growing selection of self-directed courses to enable your staff to learn when it suits them. Some of our courses are also CPD accredited.

[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 9-15](#). 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

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
2 x team building days	8
Total	80



About NHS Elect

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

Our team

Hosted by Imperial College Healthcare NHS Trust, we are part of the NHS and work with more than 100 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@elect.nhs.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@elect.nhs.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 2025/26

In response to popular requests from our members, we have a range of new learning opportunities to help you achieve your goals this year.

Communications Manager Programme

This programme equips new and aspiring communications managers to step up with confidence. Tailored specifically for communications professionals to make an impact, we'll cover topics like leadership skills, strategy, stakeholder engagement and more.

Organisational Development (OD) Practitioner Programme

Build confidence and capability in OD. This face-to-face programme explores key areas, such as conflict management, change, and coaching – equipping you with the skills to thrive as an OD professional.

Leading Happier Teams Programme

Create a happier, more resilient team by learning to strengthen wellbeing, camaraderie, and psychological safety. Over three months, we'll teach you proven strategies that will help you build a supportive workplace culture.

The Reflective Leader Programme

Every leader is unique. This interactive programme will help you understand your leadership style, build confidence, and lead with impact using practical exercises, real-world strategies, and a supportive peer network.

Improving the patient experience - Customer care

Our new CPD accredited online customer care course can train thousands of your staff in just under two hours on improving the patient experience. The course includes over 16 years of insight and global best practice to help you improve your service.

Critical thinking workshop

Enhance your decision-making, problem-solving, and communication by developing strong critical thinking skills. This workshop will teach you to assess information effectively, reduce biases, and adapt to complex challenges with confidence in your role.

Webinars

We have scheduled more than 140 webinars across 2025/26, 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 50,000 people joined us for one of our webinars in 2024/25.



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
- Effective CV and applications

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

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

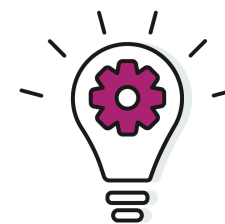
- Compassionate conversations
- Happier working lives
- Resilient people in compassionate organisations

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
- Running your own goldfish bowl
- 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 2024/25.



Courses available to all members

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

- Introduction to quality improvement
- Mentoring
- Writing effective emails
- Measurement for improvement
- Critical thinking
- Communication skills
- Report writing
- Minute taking
- Resilience
- Building high performing teams



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 - Customer care

Many of you have told us that improving patient experience is a top priority this year. Our new CPD accredited online course is the easiest way to train thousands of staff in just under two hours.

This self-directed course distills over 16 years of insight from our face-to-face sessions with NHS staff. We also share best practice and global customer care strategies that you can apply immediately to improve your service.

For 20 tokens, you'll receive a personalised course for your organisation, unlimited access for all your staff for 12 months, as well as completion reporting and CPD certification.



20 tokens



Unlimited staff



Access anytime



Two hours

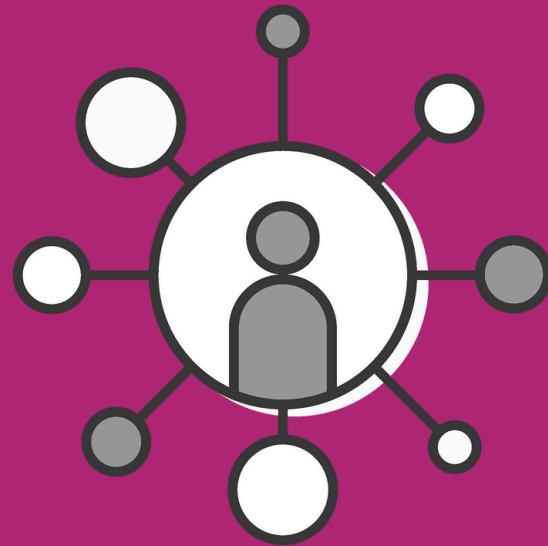


Resources

All staff at member organisations can access more than 200 resources via our website, and more than 10,000 were downloaded in 2024/25.

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](#). Please note you'll need to register for an account to view these.

Professional development

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

Programme content

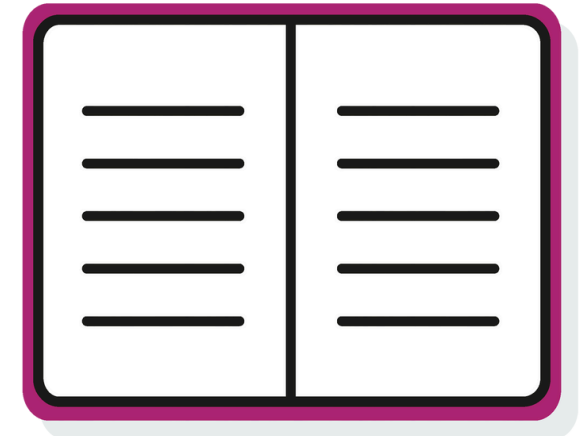
We will work with you to bring together the topics you need to achieve your development goals.

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@elect.nhs.uk

Professional 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.

F2F Face-to-face, on site

OW Half day online workshop, via MS Teams

W Webinar, via MS Teams

Area	Title	F2F	OW	W	Overview
Career planning	CV writing			Y	Weblink
	Interview skills			Y	Weblink
	Career planning			Y	Weblink
Coaching	Coaching skills	Y	Y		Weblink
Communication and engagement	Personal communication skills	Y	Y	Y	Weblink
	Writing effectively	Y	Y	Y	Weblink
	Stakeholder engagement	Y	Y	Y	Weblink
	Telling powerful stories	Y	Y	Y	Weblink
	Strategic communication for leaders	Y	Y		Weblink
Customer care	Improving the patient experience	Y			Weblink
	Customer care for the internal customer (corporate staff)		Y		Weblink
	Empathetic communication over the telephone		Y		Weblink
Leadership development	Leadership development programme (4-6 days)	Y	Y	Y	Info
	Leading change	Y	Y		Weblink
	Understanding your leadership style	Y	Y		Weblink
	Emotionally intelligent leadership	Y	Y	Y	Weblink
	Conflict and difficult conversations	Y	Y	Y	Weblink
	Foundations of team leadership	Y	Y	Y	Weblink
	Teaming and psychological safety	Y	Y	Y	Weblink
	Reflective leader programme (3 days)	Y			Weblink

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

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 programmes bring together key development sessions covering essential leadership skills. Taken together, they create a well-rounded learning experience, typically including:

- 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

Sessions can be tailored to your organisation's goals, whether you want to foster a specific culture, or develop organisation-wide competencies. We can also offer additional topics to meet your exact needs.

Reflective leader programme

Every leader is unique and there's no single way to lead. By understanding and honing your own leadership style, you can build confidence and lead with impact. This programme will give you the opportunity to reflect on your personality, preferences and leadership behaviour. Packed with a mix of exercises and useful strategies, you'll grow as a leader, and connect with a supportive network of peers along the way.

Across three full day, face-to-face sessions, we'll cover:

- Discovering your leadership preferences
- What you need to build a high performing team
- The importance of compassionate leadership, psychological safety and inclusion.

Quality improvement practitioner programme

This programme equips both clinical and non-clinical staff with the skills and confidence to lead quality improvement projects that enhance patient care and efficiency. Through interactive modules, you'll learn how to:

- Apply the model for improvement
- Measure meaningful change
- Identify and test solutions
- Influence others and overcome resistance

Delivered through four workshops, online resources, and a celebration event, this team-based programme will help you create lasting improvements.

Happier working lives

Build happier, healthier, and more productive teams. Over three months, up to eight teams will come together to identify barriers to thriving and explore how to create a more positive workplace. Through three full-day workshops (or five online sessions), plus ongoing support and personalised resources, your teams will develop skills in:

- Understanding and measuring happiness
- Thinking creatively to solve challenges
- Creating happier teams
- Influencing others and driving positive change
- Celebrating success and sustaining impact.

Quality improvement coaches

This tailored programme of workshops will develop quality improvement coaches in your organisation, so they can drive change and embed a culture of continuous improvement. Based on the national Quality Coach Development Programme, we can customise content to align with your QI strategy and team needs. Participants will gain:

- Practical tools to support QI projects
- Facilitation techniques to engage teams effectively
- Coaching skills to inspire others
- Strategies to spread QI knowledge and know when to stop.

Through these workshops, participants will develop confidence and build connections in order to create lasting improvements.

To find out more and discuss your programme requirements, please speak to your account manager or email admin@elect.nhs.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 2025/26.

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

Quality Coach Development Programme

 8 days  Online  6 tokens per person

Developed by experts from across the UK and Ireland, this programme is the perfect opportunity for you to strengthen your QI and QI coaching skills. You'll learn advanced concepts, which will enable you to coach your service to carry out improvement work, including:

- Coaching and the foundations of QI
- Working with others and using facilitation techniques
- Developing better measurement frameworks
- The psychology behind change

There are many benefits for organisations that invest in QI coaches, from better patient outcomes, increased staff experience and retention, to creating a culture of continuous improvement.

Leading Happier Teams Programme

 4 x half day sessions  Online  2 tokens per person

Would you like to feel happier at work? Over three months, participants from across the country will come together virtually to identify what stops them thriving.

You'll learn how to create a supportive environment that fosters a more resilient and happier workplace. We'll show you how to apply a proven quality improvement framework to explore team working, wellness, camaraderie and psychological safety.

The programme includes: Understanding and measuring happiness, thinking creatively, enhancing team communication, key QI principles, and more. We'll also provide plenty of real-world examples of what has worked in the NHS and beyond – so you can put these into practice straightaway.

Facilitating Training Programme

 4 x half day sessions  Online  2 tokens per person

Develop your facilitation skills to deliver sessions that truly keep your audience engaged. Over two months, you'll join trainers from across the country to explore the latest facilitation techniques tailored for healthcare.

You won't just learn new ideas, you'll try them out, so you can build your confidence in a supportive environment. You'll also learn how to manage challenging situations, giving you greater assurance to handle anything that comes your way.

This programme will include: How to design a session, engaging effectively, common challenges, and putting your facilitation into action.

Organisational Development Practitioner Programme*

 6 days  In person  8 tokens per person

Develop the confidence and skills to thrive in Organisational Development (OD). This interactive, face-to-face programme is designed for anyone looking to enhance their OD expertise, covering key areas such as OD expertise.

With a hands-on approach, you'll explore OD challenges within healthcare, gain practical tools, and build the capability to drive meaningful change within your organisation. Connect with like-minded professionals, expand your OD network, and develop the confidence to support teams, shape culture, and lead transformation.

This programme provides a solid foundation in OD, giving you the skills to make a lasting impact.

*Design and pricing may develop as we conclude co-design work with our members.

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 2025/26.

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

The Collaborative QI Practitioner Programme

 4 x full day sessions  Online  8 tokens per team

This exciting new initiative is for anyone eager to drive meaningful quality improvement work in their area. Developed through extensive national consultation and design workshops, it takes a systems-thinking approach to quality improvement to help teams create improvements that extend beyond traditional boundaries.

Designed by QI leaders, for those ready to make real impact, this programme equips individuals and teams with the skills to structure and deliver sustainable change in health and social care. You'll gain practical tools and strategies to turn improvement ideas into lasting results.

Communications Manager Programme

 6 x half day sessions  Online  2 tokens per person

Step up with confidence as a communications leader in healthcare. Designed for new and aspiring communications managers, this programme will help you build confidence and broaden your expertise. It will provide a solid foundation across key areas - from strategy and stakeholder engagement to influencing, negotiation, and understanding your leadership style.

Tailored specifically for healthcare communications professionals, this interactive programme will help you navigate the unique challenges of the role, connect with peers at the same career stage, and grow your professional network. A valuable investment for communications teams, it strengthens expertise and supports teams to operate at a higher level.

Digital Transformation Programme

 6 x half day sessions  Online  4 tokens per person

Are you leading a digital transformation programme but feel slightly out of your depth? With growing demand to use digital technology in the NHS, more staff are being asked to lead digital transformation programmes without any formal training or support.

Our six-module online programme will help you develop the skills and confidence to deliver effective digital transformation programmes in the NHS. It will cover the full process, including how to address common barriers, such as resistance to change, stakeholder engagement and digital literacy.



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 healthcare organisations.

We have 11 directly employed coaches at NHS Elect, all of whom are trained and have completed an *ILM Level 7 qualification in Executive Coaching* in order to practice as a coach. They all undertake regular CPD, coaching supervision and are 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 in healthcare organisations. Our coaching team have all worked at a senior level in healthcare, so they understand the context in which our clients work and can quickly build empathy and rapport.

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.leech@elect.nhs.uk

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.

A typical coaching arrangement

Our coaching clients receive up to six hours of action-focused coaching, with confidential 60–90 minute sessions available online or, in some cases, face-to-face or on the move. Session format, frequency, and duration are agreed directly with the coach.

Using a range of coaching tools, our coaches promote reflection, build insight, and drive action. Each client's needs are unique, so we work together to set clear goals and create a tailored approach for meaningful progress.

Other coaching services from NHS Elect

ILM coaching qualifications

Our first cohort of fully accredited ILM coaching qualifications will launch in June 2025. We will be providing a range of qualifications to Level 7 (Diploma), catering for those looking to gain core coaching skills, to those looking to seriously train, register and work as a coach. All qualification programmes offer expert-led learning. Places are offered at NHS rates and are commissioned separately to NHS Elect membership – further details on dates, requirements, provision and pricing can be found at: www.nhselect.nhs.uk/Coaching-qualifications

Coaching supervision, CPD and support for NHS coaches

Anyone working as a coach in healthcare settings will need professional support and ongoing professional development. NHS Elect offers coaching supervision and bespoke CPD sessions covering a range of coaching tools, techniques and topics. Our professionally qualified and registered coaching supervisors provide expertise to help coaches refine their skills, manage professional and ethical issues that arise and, to continue to their professional growth as a coach. NHS Elect also hosts the 'Coaching Service Leaders Network', aimed at those with responsibility to the commission, organisation and delivery of coaching services in healthcare organisations and systems.

Coaching skills training

NHS Elect offers an introductory 'coaching skills' training course accredited by the Association for Coaching. Aimed at clinicians, leaders and managers in healthcare organisations, this practical course introduces coaching as a distinct approach. It covers a range of skills, techniques and a classic coaching model to help participants develop the fundamental skills required to work more effectively with others. Whilst this training is optimally delivered in a face-to-face format, NHS Elect also offers a well-received virtual session. Either can be complemented with access to an online training module to consolidate learning.

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@elect.nhs.uk

Upcoming webinars



Here are our upcoming online webinars. 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. Times and dates below are subject to change; more webinars will be added during the year. This directory is updated quarterly.

April 2025

Webinar	Date	Time	Duration
Why do compassionate conversations matter?	01/04/2025	2.30pm	1 hour
Introduction to project management	02/04/2025	9.30am	2 hours
Diagnosing the problem	03/04/2025	2pm	1 hour
From boring to brilliant - How to run an engaging online session	07/04/2025	1.30pm	2 hours
Why mistakes happen? Understanding human factors	08/04/2025	10am	90 mins
How to be confident and assertive at work	09/04/2025	10am	90 mins
Getting started with quality improvement	10/04/2025	10.30am	1 hour
Building better habits	11/04/2025	10am	1 hour
Making your CV stand out	14/04/2025	2pm	1 hour
How to be confident and assertive at work	15/04/2025	10am	90 mins
Survive + Thrive: A book club about the science of change with Kotter	23/04/2025	2pm	1 hour
Using appraisals to develop your team	28/04/2025	1.30pm	90 mins
Taking charge of your career	30/04/2025	2pm	1 hour

May 2025

Webinar	Date	Time	Duration
Why lead with compassion?	07/05/2025	10am	1 hour
Advanced project management	08/05/2025	2pm	2 hours
Providing feedback effectively	09/05/2025	10am	1 hour
Introduction to Quality Coach Development Programme	12/05/2025	11am	1 hour
Improve your critical thinking skills	12/05/2025	2.30pm	1 hour
Supporting your team to make improvements	13/05/2025	2.30pm	1 hour
Interview skills to help you get the job	14/05/2025	10.30am	75 mins
Improve your processes with lean thinking	15/05/2025	2pm	90 mins
Chairing a productive meeting	21/05/2025	2.30pm	1 hour
Introduction to demand and capacity (flow series)	22/05/2025	1.30pm	2 hours

All your staff can access these webinars by visiting our website: [Access webinars](#)

Upcoming webinars: June - July 2025

Here are our upcoming online webinars. 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. Times and dates below are subject to change; more webinars will be added during the year. This directory is updated quarterly.



June 2025

Webinar	Date	Time	Duration
Presenting data effectively	02/06/2025	1.30pm	1 hour
Writing reports that make an impact	03/06/2025	2pm	90 mins
Seven steps to measurement for improvement	05/06/2025	10am	1 hour
How to lead interviews and hire with confidence	06/06/2025	10.30am	1 hour
Teaming and psychological safety	10/06/2025	10am	1 hour
Finance made simple (for non-finance people)	10/06/2025	1.30pm	90 mins
How to reduce waits and delays (flow series)	12/06/2025	10am	2 hours
Writing an effective business case	12/06/2025	1.30pm	2 hours
How to negotiate with confidence	17/06/2025	2pm	90 mins
Essential strategy skills for beginners	17/06/2025	9.30am	2 hours
Tackling difficult conversations	19/06/2025	11am	1 hour
Minute taking made simple	23/06/2025	1.30pm	1 hour
Overcome your nerves and present with confidence	26/06/2025	2pm	90 mins
How to be an inclusive leader	30/06/2025	2pm	1 hour

July 2025

Webinar	Date	Time	Duration
Introduction to process mapping	03/07/2025	9.30am	90 mins
Managing difficult people	07/07/2025	2pm	1 hour
Introduction to Quality Coach Development Programme	08/07/2025	2pm	1 hour
Growing your social media following	11/07/2025	10am	1 hour
Sustainability at work - Simple steps for lasting change	14/07/2025	2.30pm	1 hour
Capacity planning (flow series)	17/07/2025	10am	75 mins
Failing better	17/07/2025	2.30pm	1 hour
Making sense of AI - Simple ways to get started	18/07/2025	10am	1 hour
How to make the most of LinkedIn	21/07/2025	2pm	1 hour
How to be confident and assertive at work	23/07/2025	10am	90 mins
Manage your time and have a productive day	29/07/2025	10am	1 hour
Creativity and PDSAs	31/07/2025	2pm	1 hour

Upcoming webinars: August - September 2025

Here are our upcoming online webinars. 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. Times and dates below are subject to change; more webinars will be added during the year. This directory is updated quarterly.



August 2025

Webinar	Date	Time	Duration
Feeling prepared for your academic course	01/08/2025	11.30am	1 hour
Making your CV stand out	04/08/2025	2.30pm	1 hour
Developing a flexible leadership style	06/08/2025	10am	1 hour
Introduction to Quality Coach Development Programme	11/08/2025	3.30pm	1 hour
Why do compassionate conversations matter?	12/08/2025	2pm	1 hour
Why lead with compassion?	19/08/2025	10.30am	1 hour
How to say what you mean at work	22/08/2025	11am	1 hour
Interview skills to help you get the job	28/08/2025	2.30pm	1 hour

September 2025

Webinar	Date	Time	Duration
Building a high performing team (leadership series)	03/09/2025	10am	1 hour
Happier Working Lives: Team tips	05/09/2025	10am	1 hour
How to lead interviews and hire with confidence	09/09/2025	2pm	75 mins
Writing an effective business case	11/09/2025	1.30pm	2 hours
Why mistakes happen? Understanding human factors	12/09/2025	2pm	2 hours
Being an emotionally intelligent leader (leadership series)	16/09/2025	10am	1 hour
Nudge - The subtle art of influencing	18/09/2025	2pm	90 mins
Introduction to project management	25/09/2025	1.30pm	2 hours
Managing your workload (leadership series)	26/09/2025	10am	1 hour
Using appraisals to develop your team	30/09/2025	2pm	90 mins

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Upcoming webinars: October - November 2025

Here are our upcoming online webinars. 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. Times and dates below are subject to change; more webinars will be added during the year. This directory is updated quarterly.



October 2025

Webinar	Date	Time	Duration
Getting started with quality improvement	02/10/2025	10.30am	1 hour
Building your professional reputation	03/10/2025	10am	1 hour
From boring to brilliant - How to run an engaging online session	06/10/2025	1.30pm	2 hours
Taking charge of your career	09/10/2025	2pm	1 hour
Advanced human factors	10/10/2025	10am	90 mins
How to tell stories that inspire change (leadership series)	13/10/2025	1.30pm	1 hour
How to be confident and assertive at work	15/10/2025	2pm	90 mins
Measurement for managers	16/10/2025	2pm	1 hour
Why do compassionate conversations matter?	21/10/2025	10am	1 hour
Writing to get your point across	22/10/2025	9.30am	90 mins
Driver diagrams	23/10/2025	10.30am	1 hour
Leading change	29/10/2025	10am	1 hour
Advanced project management	30/10/2025	10am	2 hours

November 2025

Webinar	Date	Time	Duration
Minute taking made simple	04/11/2025	10am	1 hour
Providing feedback effectively	05/11/2025	10am	1 hour
Improve your processes with lean thinking	06/11/2025	9.30am	90 mins
Writing reports that make an impact	11/11/2025	1.30pm	90 mins
Diagnosing the problem	13/11/2025	2pm	1 hour
Introduction to demand and capacity (flow series)	20/11/2025	9.30am	2 hours
Collaboration that works	20/11/2025	2pm	1 hour
Meaningful service user engagement	21/11/2025	10am	2 hours
Chairing a productive meeting	24/11/2025	2pm	1 hour
Supporting your team to make improvements	26/11/2025	1.30pm	1 hour
Building better habits	28/11/2025	10am	1 hour

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Upcoming webinars: December - January 2025-6

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December 2025

Webinar	Date	Time	Duration
How to negotiate with confidence	03/12/2025	10am	90 mins
Why do compassionate conversations matter?	03/12/2025	2.30pm	1 hour
How to be an inclusive leader	05/12/2025	10am	75 mins
Teaming and psychological safety	09/12/2025	9.30am	1 hour
Essential strategy skills for beginners	16/12/2025	1.30pm	2 hours

January 2026

Webinar	Date	Time	Duration
Why lead with compassion?	06/01/2026	2pm	1 hour
Overcome your nerves and present with confidence	08/01/2026	10am	90 mins
Growing your social media following	12/01/2026	1.30pm	1 hour
Using data to tell your story	13/01/2026	10am	1 hour
Interview skills to help you get the job	14/01/2026	10am	75 mins
How to make the most of LinkedIn	19/01/2026	2.30pm	1 hour
Introduction to project management	20/01/2026	10am	2 hours
Effective communication for teams	23/01/2026	10am	1 hour
Making your CV stand out	27/01/2026	2pm	1 hour
Resilient people and compassionate organisations	28/01/2026	2.30pm	1 hour
Creativity and PDSAs	29/01/2026	2pm	1 hour

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Upcoming webinars: February - March 2026

Here are our upcoming online webinars. 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. Times and dates below are subject to change; more webinars will be added during the year. This directory is updated quarterly.



February 2026

Webinar	Date	Time	Duration
Developing a flexible leadership style	02/02/2026	2pm	1 hour
Writing reports that make an impact	03/02/2026	10.30am	90 mins
How to say what you mean at work	06/02/2026	10.30am	1 hour
Improve your critical thinking skills	09/02/2026	2.30pm	1 hour
Career planning	10/02/2026	10am	1 hour
Tackling difficult conversations	17/02/2026	2.30pm	1 hour
How to lead interviews and hire with confidence	19/02/2026	11am	75 mins
Making sense of AI - Simple ways to get started	23/02/2026	2pm	1 hour
Sustainability at work - Simple steps for lasting change	25/02/2026	10am	1 hour
Advanced project management	26/02/2026	2pm	2 hours

March 2026

Webinar	Date	Time	Duration
Being an emotionally intelligent leader (leadership series)	02/03/2026	2.30pm	1 hour
Chairing a productive meeting	03/03/2026	2.30pm	1 hour
Managing difficult people	06/03/2026	10am	1 hour
An MOT for your team (leadership series)	10/03/2026	11am	1 hour
Nudge - The subtle art of influencing	12/03/2026	2pm	2 hours
Minute taking made simple	18/03/2026	2.30pm	1 hour
Managing your workload (leadership series)	20/03/2026	11am	1 hour
Happier Working Lives: Team tips	23/03/2026	2.30pm	1 hour
How to tell stories that inspire change (leadership series)	27/03/2026	10am	1 hour
Writing to get your point across	30/03/2026	2pm	90 mins
Leading change	31/03/2026	2pm	1 hour

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