

elliott

Training & Consultancy

reach | learn | grow

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www.elliott-training.co.uk

| Bringing skills to life!

We are Elliott Training

As one of the UK's leading training companies, we're passionate about the power of training. We know your people are your biggest asset. So we use all our knowledge and experience to create award-winning training programmes that inspire your people and enable your business ambitions.



Leadership and management development

Our courses inspire new levels of performance by utilising the latest thinking and best practices.

- Heart of leadership
- Leading and developing high performing teams
- Identify talent
- Emotional Intelligence
- Coaching



Personal impact and effectiveness

Our courses focus on developing and improving personal effectiveness as well as maximising team performance, crucial to overall business growth.

- People management
- Graduate programmes
- Psychometric tests



Sales

Our sales training solutions are designed to be the most comprehensive, effective and tailored solutions available on the market. Our experienced and knowledgeable trainers providing the practical skills to assist in any part of the sales process.

- Essential Selling Skills
- Sales Management Skills
- Persuasive Negotiations
- Sales Induction
- Consultative Selling
- Account Management



Communication skills training

The ability to communicate in a clear and compelling manner is a critical business tool.

- Customer service excellence
- Presenting with impact
- Communicating effectively

Making a difference

Our approach to training and development is to make a difference. We develop programmes that inspire people to think differently, behave differently and continue to make a difference when they return to the workplace.



Technical and Microsoft training

Exceptional training at quality prices delivered by experienced trainers.

- Financial - Finance for non-financial managers
- Database design
- Bespoke systems
- Excel, Word, PowerPoint, Outlook, Access, Project, VBA, SharePoint
- SQL



E-learning/Online

When appropriate, we combine face-to-face training with e-learning to provide a blended training approach.

- Articulate Storyline
- Ready to use library of courses
- Flexible licensing model
- Customer Development



Project management

Established provider of project management programmes. Our consultants are best in class and are equally at home delivering off the shelf courses or a solution tailored to your specific needs.

- Agile
- Principles of project management



Bespoke training

We regularly design and deliver training and mentoring to support some of the most complex projects and diverse organisations. Whatever your requirement, we can work closely with you to understand your systems and create courses that will assist individuals to progress smoothly and seamlessly.

Clients

See what our
clients have to
say about us
(page 9)

The Elliott approach

It all starts with listening. We're passionate about working in partnership with our clients, collaborating to get to the root of their requirements and using this knowledge to develop training approaches that really cut through.



The process is simple:

Creation of a project team

Training-needs analysis

Programme design

Sign off

**Launch event
(for large projects)**

**Pilot phase
(for large projects)**

Programme rollout

Project group reviews

Follow up support

Measurement of results

Unlocking potential

We know that the best training inspires people, unlocking their potential. We create programmes that help your people to be their best, empowered to take their learning back to the workplace.

Making results the priority

For us, training isn't a quick fix; it's an investment in long-term sustainable changes. We take great pride in making our courses highly engaging because we know that excellent training leads to excellent results.

Our total solution

By taking the time to understand your strategy, vision, values and policies, we ensure our courses are 100% aligned to your requirements.

We develop each of our courses individually. Whether it's a bespoke technical IT course, branded customer service session or high-level leadership programme.

We partner with you to create impactful learning solutions that will maximise talent throughout your business.

We provide a total managed learning service - supporting you from beginning to end.

The benefits

For your customers

- Improved service experience
- Faster responses
- Better-trained call handlers

For your employees

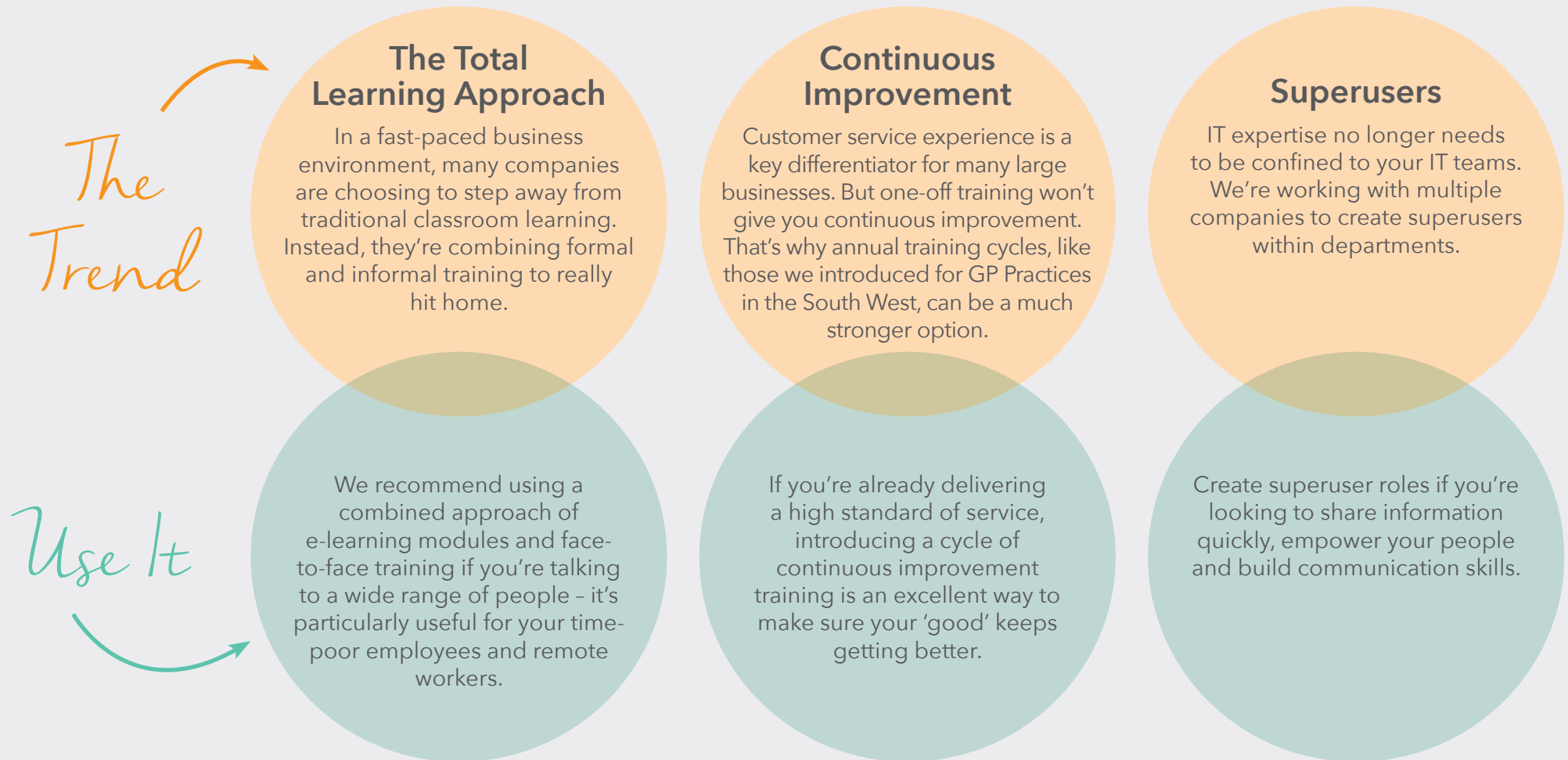
- Skills and knowledge
- Improved working relationships
- Increased confidence and morale

For your business

- Increased sales
- Strengthened management capability
- The creation of a learning/change culture
- Increased employee retention

We've been training employees at every level since 1996.

Always at the forefront of training



At Elliott Training we have the structure and people in place to train any size of group.

Our capacity

At Elliott Training we have the structure and people in place to train any size of group – from your leadership teams to your entire workforce.

One Care Consortium

We designed and delivered a Customer Service programme to over 1,000 GP practices in the South West.

Marlborough College

We rolled out a project management programme to over 150 staff.

Wales & West Utilities

We delivered a Service Excellence and Beyond programme to over 400 core personnel.

HSBC

We supported over 1,000 staff as they made the transition from Office 97 to 2010.



Meet our leadership team



Sarah Elliot | Executive Director

Sarah established Elliott Training in 1996 and the company has since grown exponentially. Sarah now guides and supports over 40 Portfolio Managers to ensure every training solution really delivers. She is also responsible for overall curriculum management.



Jenny Mills | Sales Director

Jenny originally joined Elliott Training in 2002 as an Account Manager. Her talent for fantastic customer service meant she quickly rose through the ranks and is now Sales Director. Jenny drives our strategy as well as giving daily support to our Sales and Customer Support Teams, helping them develop strong long-term relationships with every client.

If you're looking for a company that wants to provide a high-level of training, and will work with you to ensure the training fits your company's needs, then Elliott Training is the right partner for you.

Case studies



Training for entire workforces

The client challenge:

For Computershare to really deliver for their customers, they needed to upskill their workforce in various areas to include Leadership, Management, Presentation Skills, Excel and PowerPoint. Training Solution - We developed various bespoke classroom based programmes to all employees nationally.

The training solution:

We developed a bespoke piece of classroom-based training to roll out to all employees.

The result: Computershare have been delighted with the results and continue to use our services.



Basic to advanced

The client challenge:

Pandora needed to upskill their employees in the latest Microsoft Office applications. While some employees only required a basic knowledge, others needed a much more advanced level.

The training solution:

We developed a fully bespoke training programme tailored to the requirements of each group.

The result: Pandora were particularly pleased with the delivery of the training and have now been using Elliott Training for over three years.



Bespoke IT training

The client challenge:

Endsleigh needed a bespoke IT training programme to ensure their employees were fully up-to-date.

The training solution:

Having listened and understood their requirements, we were able to develop a training programme that was fully aligned to their immediate needs and long-term strategy.

The result: The team at Endsleigh have given us consistently strong feedback. We've now been working with them for over five years.



Creating bespoke training packages

The client challenge:

HSBC needed to roll out a Microsoft upgrade across the whole of the UK. But with so many different types of users, an off-the-shelf training package simply wasn't going to work.

The training solution:

We produced a bespoke training package that included classroom training sessions for project members and superusers combined with a series of seminars for the rest of the business.

The result: 93% of delegates rated the training very good or excellent.

What our clients say

If you're looking for a company that wants to provide a high-level of training, and will work with you to ensure the training fits your company's needs, then Elliott Training is the right partner for you.



Thought the trainer was excellent... read the room well... didn't labour on things where we knew the info.... Listened and got to the point... recapped well.... Liked her style....



Your team and your good self continue to be very flexible to our needs. We are very happy with the levels of support and customer service we are receiving.



This was a highly technical and demanding project for any company. Elliott Training performed to their maximum and with their infectious enthusiasm they presented enjoyable and, informative training sessions - we would not hesitate to use and recommend Elliott Training in the future.



Training locations

We work across the UK. Where in-house training isn't appropriate, we have excellent training facilities.

London

Middlesex Street,
London,
E1 7HT

London

202 Blackfriars Road,
Southwark,
SE1 8NJ

Bristol - Cabot Circus

New Bond House,
Bond Street,
Bristol, BS2 9AG

Reading

Wyvols Court,
Swallowfield,
Reading,
Berkshire, RG7 1WY

Birmingham

10th Floor, Centre City,
5-7 Hill Street,
Birmingham, B5 4UA

Bath

The Tramshed,
Beehive Yard,
Walcott Road,
Bath, BA1 5BB

Manchester

Westminster House,
Minshull Street,
off 11 Portland Street,
Manchester, M1 3HU

Head Office and Training Centre

1st Floor
Aztec Centre
Aztec West
Bristol,
BS32 4TD

*Excellent training facilities
across the UK.*





Get in touch

Contact a member of our Customer Support team to have an initial discussion about your requirements.

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Elliott Training Ltd
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Aztec Centre
Aztec West
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The logo for Elliott Training & Consultancy. It features the word "elliott" in a bold, lowercase, sans-serif font. Above the letter "i" is a small orange dot. Below the word "elliott" is the phrase "Training & Consultancy" in a smaller, orange, sans-serif font.

| Bringing skills to life!