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.

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## Clients

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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.

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 polices, 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

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

We’ve been training employees at every level since 1996.
Always at the forefront of training

The Trend

The Total Learning Approach
In a fast-paced business environment, many companies are choosing to step away from traditional classroom learning. Instead, they’re combining formal and informal training to really hit home.

We recommend using a combined approach of e-learning modules and face-to-face training if you’re talking to a wide range of people – it’s particularly useful for your time-poor employees and remote workers.

Continuous Improvement
Customer service experience is a key differentiator for many large businesses. But one-off training won’t give you continuous improvement. That’s why annual training cycles, like those we introduced for GP Practices in the South West, can be a much stronger option.

If you’re already delivering a high standard of service, introducing a cycle of continuous improvement training is an excellent way to make sure your ‘good’ keeps getting better.

Superusers
IT expertise no longer needs to be confined to your IT teams. We’re working with multiple companies to create superusers within departments.

Create superuser roles if you’re looking to share information quickly, empower your people and build communication skills.

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 class room 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.
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.

Network Rail

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.

M&S

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.

Honda

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….
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
Get in touch

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

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