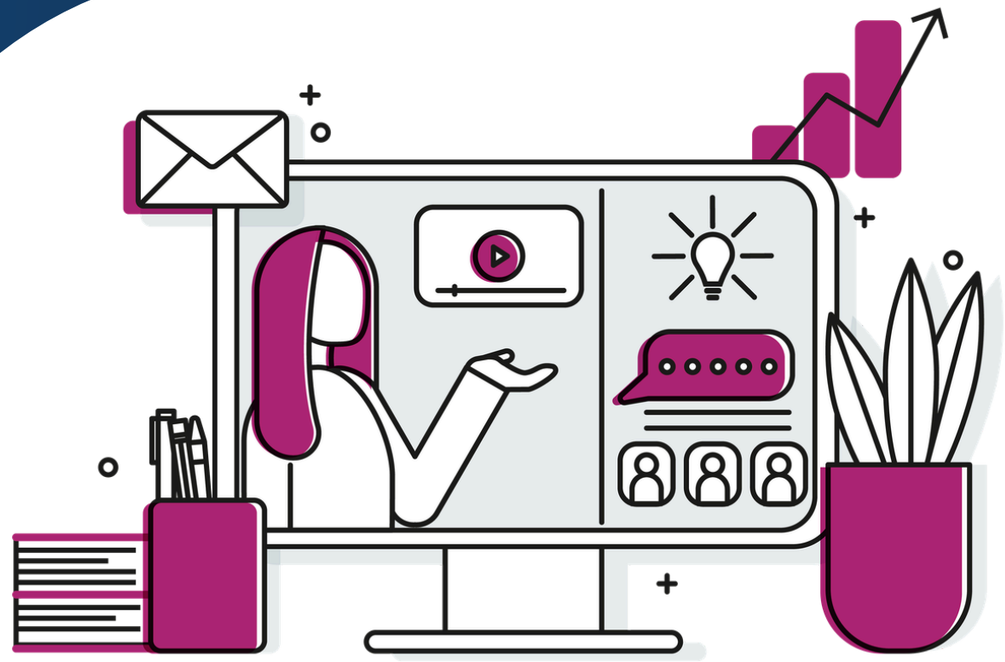
NHS Elect

Directory of services for members 2026-27



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

nhselect.nhs.uk

Contents

What's included in membership **03**

How our token system works **04**

About us **05**

How to book services **06**

New services for 2026/27 **06**

Webinars **07**

Online courses **08**

Resources and Learning Impact **09**

Professional development **10**

In-house development programmes **12**

National development programmes **13-14**

Coaching services **15**

Additional services **16**

Upcoming webinars **17-18**

Get in touch **19**

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 2026/27.

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 2026/27.

The new NHS Leadership and Management Framework

Following the launch of the NHS Leadership and Management Framework (LMF), we are aligning our leadership and management development offer, with mapping of existing provision. The results of our initial mapping will be published on our website shortly.

Member focus groups and pilot webinars are helping shape future support for individuals, line managers and those implementing the framework. A range of self-assessment offers will be tested and launched over winter. Applications are now open for our New to Leadership National Programme, covering stage 1 of the framework. We will continue to strengthen our offer in response to the framework and evolving member needs, including further programme offers aligned to the other stages.

What is included in membership?

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

Services for all staff

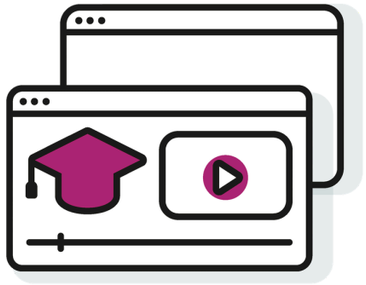
As part of your membership, all staff in your organisation can access a wide range of services, including:



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.

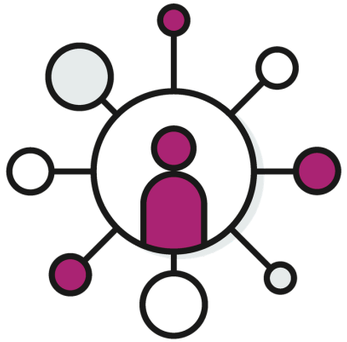
Find out more



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.

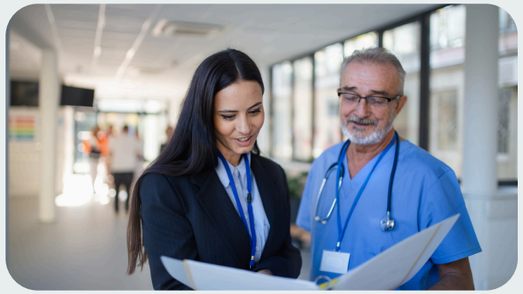
Find out more



Resources

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

Find out more



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, facilitation and restorative conversations
- Board development
- One-to-one coaching
- Consultancy services

You can find out more about our bespoke services on pages 10-16. 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 (lasting up to a day)	4
Facilitated day (For example, away days / team building days)	6
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

9 x face-to-face workshops	**36**
6 x online workshops	**18**
3 x in-house webinars	**6**
2 x coaching clients	**8**
2 x team building days	**12**
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 systems or regions.

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
- Coaching services
- Communication and engagement
- Customer care
- Facilitating groups and teams
- Leadership and management development
- Organisational development
- Quality and service improvement
- Staff wellbeing
- 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 2026/27

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

Leadership online course

We now offer a bespoke leadership online course, allowing teams to select modules from a list of popular topics to create a tailored programme for middle leaders, delivered through our online learning platform.

Leading happier teams programme

We now offer our Leading Happier Teams programme for in-house delivery, helping organisations equip people to build healthier, more positive team cultures through practical learning on wellbeing, resilience and team performance.

Career planning support

Many organisations are supporting staff through career change. We offer a comprehensive range of career planning support, available at all levels, helping people reflect on their experience, explore options and make confident, informed decisions about their next steps.

Hogan Assessments

We are now trained in Hogan Assessments, expanding our psychometrics offer alongside MBTI, TypeCoach, Merrill and Reid, and Insights Discovery, giving teams more choice to support development, self-awareness and performance.

Webinars

We have scheduled more than 140 webinars across 2026/27, 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 75,000 people joined us for one of our webinars in 2025/26.



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

Typical length 60–90 minutes

Usually delivered via MS Teams

Staff can book directly via the webinars area of our website

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

Career planning

- Effective CV and applications
- Interview skills
- Interview feedback
- Planning your career
- Appraisals
- Leading interviews

Communication and engagement

- Confidence and assertiveness
- Effective writing
- Introduction to AI
- Nudge theory and persuasion
- Presentation skills
- Service user engagement
- Telling powerful stories

Customer care

- Introduction to customer care

Leadership development

- Conflict and difficult conversations
- Developing a flexible leadership style
- Inclusive leadership
- Leading change
- Managing difficult behaviours
- Negotiation
- Psychological safety in teams
- What's happening to leadership

Management fundamentals

- Chairing a meeting
- Minute taking
- Online facilitation
- Project management
- Providing effective feedback
- Report writing
- Writing an effective business case

Staff wellbeing

- Building better habits
- Compassionate conversations
- Happier working lives
- Resilient people in compassionate organisations
- Sustainability at work

Strategy and systems

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

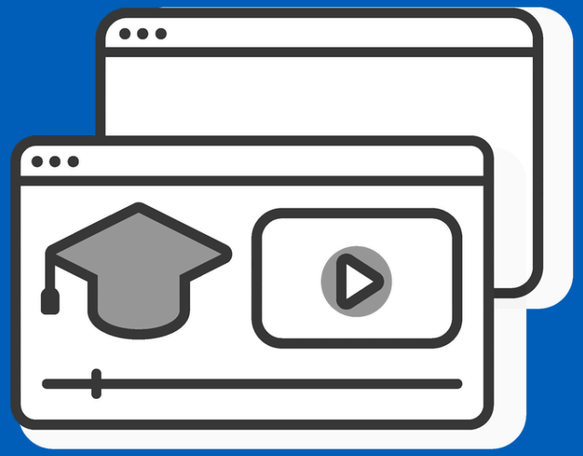
Quality and service improvement

- Demand and capacity
- Human factors
- Introduction to QI
- Lean thinking methodology
- Presenting data effectively
- QI for managers
- 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 25,000 people took part in one of our online courses in 2025/26.



Our courses are available to access via the online course section of our website. We plan to make more courses available over the year. Access courses

Courses available to all members

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

- Intro to AI
- Building high performing teams
- Chairing meetings
- Communication skills
- Critical thinking
- Designing surveys
- Driver diagrams
- Giving feedback
- Intro to marketing
- Intro to QI
- LinkedIn
- Measurement for improvement
- Mentoring
- Minute taking
- Negotiation for leaders
- Online facilitation
- PDSA cycles
- Report writing
- Resilience
- Effective emails
- Social media for the NHS
- Stakeholder mapping
- Time management
- SWOT analysis
- Telling powerful stories

Self-directed and completed at your own pace

Split into bite-sized modules

Each course takes 1-3 hours to complete

Bespoke customer care online course

20 tokens **Unlimited staff** **Access anytime**

Many of you have told us that improving patient experience is a top priority this year. Our 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.

Bespoke leadership online course

12 tokens **Per team** **Access anytime**

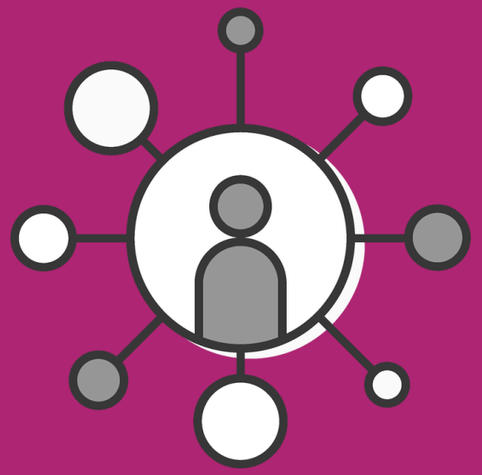
We now offer a bespoke leadership online course for middle leaders, designed to build confidence, capability and consistency across teams. Teams select five modules from a choice of ten, allowing the programme to focus on the leadership skills that matter most locally.

Delivered through our online learning platform, the course combines short videos, practical tools, real workplace scenarios and structured reflection to support immediate application. Participants complete the course in their own time, while benefiting from guidance from a dedicated NHS Elect facilitator, who provides an initial introduction and ongoing support.

The programme is commissioned per team and costs 12 tokens.

Resources

All staff at member organisations can access more than 200 resources via our website, and more than 20,000 were downloaded in 2025/26.



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.

Learning impact

Take a look at the learning impact of our webinars and online courses, informed by a recent network-wide membership survey:

[4]

96%

have learned something new

% of staff who have learned something new by accessing our services

94%

have changed their practice

% of staff who have changed their behaviour since accessing our services

81%

were repeat learners

taking part in three or more webinars or courses over the past year

Top outcomes reported by our members

Shared learning with colleagues

Many respondents passed learning on to others, extending impact beyond the individual.

Saved time or reduced duplication

Learning helped people work more efficiently and avoid rework.

Improved how their team works

Respondents reported positive changes in team practices and ways of working.

Members also reported influencing decisions and improving patient or service user experience.

Professional development

We deliver more than 1,000 professional development workshops for our members every year, both in person and online.

Programme content

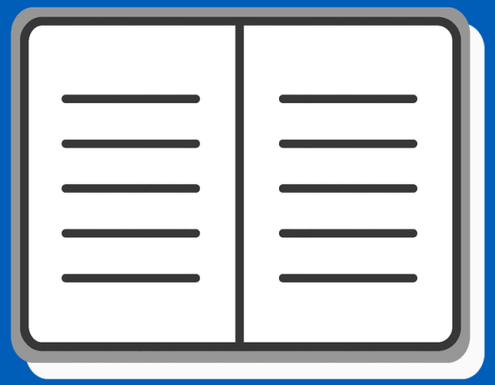
We will work with you to bring together the topics you need to achieve your development goals.

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

F2F	Face-to-face, on site
OW	Half day online workshop, via MS Teams
W	Webinar, via MS Teams

Professional development at a glance

Here are our most popular workshops and programmes.
We can also deliver training on a range of other subjects.

Area	Title	F2F	OW	W	Overview
Career planning	CV and application writing	Y	Y	Y	Weblink
	Interview skills			Y	Weblink
	Career planning			Y	Weblink
	Presenting to interview panels		Y	Y	Weblink
	LinkedIn for networking and job opportunities		Y	Y	Weblink
	How to run interview panels	Y	Y	Y	Weblink
	Inclusive recruitment	Y	Y	Y	Weblink
	How to navigate assessment centres	Y	Y	Y	Weblink
	Succeeding at board appointment processes	Y	Y	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

Professional development at a glance

Here are our most popular workshops and programmes. We can also deliver training on a range of other subjects.

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
Customer care	Improving the patient experience		Y	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			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
	Six steps to integrated workforce planning	Y	Y		Weblink
	Quality improvement for leaders	Y	Y	Y	Weblink
Management fundamentals	Facilitation of groups and teams	Y			Weblink
	Facilitating training workshops	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

Area	Title	F2F	OW	W	Overview
Quality and service improvement	Introduction to quality improvement	Y	Y	Y	Weblink
	QI practitioner programme (3-6 days)	Y	Y		Info
	Quality coach practitioner programme (6 days)	Y	Y		Info
	Quality management systems for leaders	Y	Y		Weblink
	Measurement for improvement	Y	Y	Y	Weblink
	Demand and capacity	Y	Y	Y	Weblink
	Patient and public involvement		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
	Leading happier teams (3 days)	Y	Y		Weblink
	Resilient people and compassionate organisations	Y	Y	Y	Weblink
	Leading happier teams programme	Y	Y		Weblink

To find out more or book any of these sessions, please speak to your account manager or email admin@elect.nhs.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 routinely deliver completely customised programmes if required.

Leadership programmes

4-6 sessions | **Face to face or online**

Our popular leadership programmes bring together essential development sessions to create a well-rounded learning experience, covering leadership style, coaching, team performance, conflict, resilience, change and negotiation. Sessions are tailored to organisational goals, with flexibility to include additional topics as needed.

New to leadership programme

4 whole day sessions | **Face to face or online**

Aligned to the new NHS Leadership and Management Framework, this programme has been designed to address all 27 competencies at Stage 1. Participants will learn new approaches, share experiences with peers, and put their learning into practice, helping you become a more confident and effective leader.

Quality improvement practitioner programme

4 whole day sessions | **Face to face**

This programme builds the skills and confidence needed to lead effective quality improvement, helping staff improve patient care and efficiency. Participants learn practical approaches to testing change, measuring impact and influencing others to create lasting improvements.

Happier working lives

3 whole day sessions | **Face to face, for teams**

This programme supports teams to build happier, healthier, and more productive working lives. Participants explore what helps people thrive at work, develop practical skills to create positive change, and sustain improvements that benefit both staff wellbeing and team performance.

Quality coach development programme

6-8 whole day sessions | **Face to face or online**

This programme develops the confidence and capability to coach others in quality improvement, helping participants support colleagues to make meaningful, sustained improvements. Through structured learning and practice, they strengthen improvement conversations and embed a culture of continuous improvement.



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

The team at NHS Elect deliver several national development programmes, with more planned for 2026/27.

These programmes bring people together from across the country to learn and develop collaboratively. Programme details are subject to check: Click on each programme heading to visit the webpage for up-to-date details.

Clinical Educator Programme

8 x half days **Online** **4 tokens per person**

Develop your skills and confidence as a clinical educator, supporting high-quality learning across healthcare settings. This programme brings clinical educators together from across the country to explore effective approaches to education that engages learners and supports clinical practice.

You'll focus on practical techniques to support different learning needs, building confidence through shared learning and reflection. You'll also develop a stronger understanding of how people learn in clinical environments.

The programme covers core principles of education, inclusive learning, supporting development in practice, and applying learning in your own setting.

Communications Manager Programme

6 x half day sessions **Online** **3 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.

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.

Leading Happier Teams Programme

3 x full day sessions **Online** **3 tokens per person**

Would you like your team 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, 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.

National development programmes

NEW - New to Leadership National Programme

4 x full day sessions **Online** **4 tokens per person**

Over two months, new and aspiring leaders from across the NHS will come together online to explore the essential skills and behaviours needed to lead others effectively.

Aligned to the new NHS Leadership and Management Framework, the programme addresses all 27 competencies at Stage 1. You'll learn new approaches, reflect on your leadership behaviours and share experiences, building confidence to lead and support individuals and teams effectively.

The programme covers leadership and management, inclusive and psychologically safe teams, delegation, coaching and feedback, communication and influencing, difficult conversations, organisational change, resilience and ongoing leadership development.

Organisational Development Practitioner Programme

3 x full day sessions
2 x online workshops
In person
Online
6 tokens per person
5 Drop-in clinics

Develop the confidence and skills to thrive in Organisational Development (OD). This interactive, blended programme combines face to face learning in central London with online workshops and drop in clinics, and is designed for anyone looking to enhance their 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.

Quality Coach Development Programme

6 x full day sessions **Online** **6 tokens per person**

This programme equips health and care professionals with the skills, confidence and practical tools needed to coach teams and individuals through meaningful quality improvement. The programme blends evidence-based QI methodology with coaching principles and the psychology of change, helping participants develop the behaviours and mindset needed to support colleagues, facilitate problem-solving and build improvement capability within their services.

A key benefit to the programme includes dedicated 1:1 mentoring from our QI Faculty, ensuring personalised guidance as participants apply new coaching approaches to real improvement work.

This support, together with the programme content, helps learners grow into confident Quality Coaches who can strengthen local improvement efforts and enhance the delivery of patient care.

Strategic Commissioning Programme

6 full day sessions
2 Action learning sets
Online
10 tokens per person.

Develop the confidence, capability and practical skills required to operate as a strategic commissioner in today's NHS.

Designed for senior ICB leaders, aspiring strategic commissioners and emerging lead provider leaders, this programme helps participants move beyond understanding strategic commissioning and into practical application. Working on a live organisational challenge throughout the programme, participants will explore population health, prioritisation, market shaping, commissioning levers, systems leadership and value-based decision-making.

Participants leave with a Strategic Commissioning Proposition linked to a real organisational challenge, supported by Action Learning, peer challenge and practical implementation planning.

National development programmes

Time Management and Personal Productivity Programme

4 x half day sessions **Online** **2 tokens per person**

Take greater control of your time and workload with practical techniques designed for busy working environments. This four part programme helps participants make better decisions about how they spend their time, protect their focus and create space for their most important work.

Through interactive workshops, you'll explore how to prioritise competing demands, plan your workload effectively and manage distractions and interruptions. You'll also look at the habits and mindset that influence productivity, including procrastination, perfectionism and difficulty saying no.

The programme combines behavioural science with practical tools and techniques, including ways to use Outlook, Microsoft Planner, AI and automation to reduce administrative burden and work more efficiently.

NEW - Workforce Demand and Capacity Programme

5 x half day sessions + 1 full day **Online** **6 tokens per person**

Build the skills to plan your workforce with evidence and confidence. Across seven modules, you'll work through the full cycle of workforce demand and capacity and planning, using a real service of your choice.

You'll explore demand analysis, capacity modelling, service diagnostics, gap analysis and redesign options, developing a complete, evidence-based workforce planning case that you can take to decision makers. Each session builds on the last, so every model, analysis and discussion is applied to the same service.

The programme also includes structured prompts for use with large language models to explore ideas and deepen your analysis. AI is treated as a thinking partner, alongside your professional knowledge and judgement.

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 12 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.

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.leech@elect.nhs.uk

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

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 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.

ILM coaching qualifications

Our cohort of fully accredited ILM coaching qualifications will run again in June 2026. 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

Additional services

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



Full members of NHS Elect can use membership tokens in exchange for additional services at a rate of four tokens per day. If you would like to pay for extra support, 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.

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

Our most popular consultancy services

Some of our most popular services are shown below.

Conflict, facilitation and mediation

We support teams, departments, and organisations to address workplace conflict through structured facilitation and mediation, helping improve understanding, rebuild relationships and resolve issues.

Team and board development

We help teams and boards strengthen how they work together, build shared direction and improve performance through practical development activities and tailored support.

Organisational development

We work with teams and organisations to strengthen how they operate and work together, supporting reflection, learning and change that helps people and services perform at their best.

Communications and engagement support

We provide practical comprehensive support, from strategy and campaigns to video and graphic design, helping NHS colleagues connect with their audiences and achieve real, measurable impact.

Digital education design

We help departments and organisations design and implement bespoke online training programmes that are tailored to your needs and ready to use across your teams to build skills and capability.

Service and quality improvement

We work with teams and organisations to improve services and quality, offering practical support to understand challenges, identify opportunities and deliver meaningful, lasting improvements.

Strategy and systems thinking support

We support your staff to develop and implement clear strategies, helping them focus on what matters most, make good decisions and turn plans into action.

Action learning

We help teams and organisations use action learning to tackle real problems and improve practice, by bringing people together to reflect, share insight and take action in a supportive, structured way.

Psychometrics

We are trained in a range of psychometric approaches that can be delivered as standalone sessions or integrated into workshops, helping your staff build self-awareness, improve communication and understand how they work best.

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.

January 2027

Webinar	Date	Time	Duration
Resilient people and compassionate organisations	07/01/2027	10am	1 hour
Introduction to project management	12/01/2027	10am	2 hours
Building coaching into your career	14/01/2027	2pm	1 hour
Advanced human factors - Sociotechnical systems	15/01/2027	10am	90 mins
How to make the most of LinkedIn	18/01/2027	1pm	1 hour
Introduction to AI	18/01/2027	2.30pm	1 hour
Measurement for managers	19/01/2027	2pm	1 hour
Collaboration that works	20/01/2027	1.30pm	1 hour
How to negotiate with confidence	20/01/2027	10am	90 mins
Advanced project management	27/01/2027	1.30pm	2 hours

February 2027

Webinar	Date	Time	Duration
How to be an inclusive leader	02/02/2027	09.30am	75 mins
Chairing a productive meeting	02/02/2027	11.30am	1 hour
Overcome your nerves and present with confidence	04/02/2027	10am	90 mins
Writing to get your point across	08/02/2027	1.30pm	1 hour
Why lead with compassion?	10/02/2027	11am	1 hour
Intro to customer care	10/02/2027	9.30am	1 hour
Thriving through change	16/02/2027	10am	1 hour
Understanding demand and capacity in health and social care	17/02/2027	2pm	1 hour
Tackling difficult conversations	18/02/2027	2pm	1 hour
Book Club: Pride and Joy by Alex Knight	24/02/2027	3pm	1 hour

All your staff can access these webinars by visiting our website: Access webinars

Upcoming webinars: March 2027

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.

March 2027

Webinar	Date	Time	Duration
Writing an effective business case	02/03/2027	10am	90 mins
Teaming and psychological safety	08/03/2027	2.30pm	1 hour
Why do compassionate conversations matter?	10/03/2027	1.30pm	1 hour
How to say what you mean at work (radical candour)	11/03/2027	1.30pm	1 hour
Developing a flexible leadership style	11/03/2027	3pm	1 hour
Productivity and time management	15/03/2027	2pm	1 hour
Minute taking made simple	16/03/2027	2pm	1 hour
QI for managers	16/03/2027	9.30am	1 hour
Happier working lives: Team tips	17/03/2027	9.30am	1 hour
Improve your critical thinking skills	17/03/2027	11am	1 hour
Effective communication for teams	22/03/2027	2.30pm	1 hour
How to be confident and assertive at work	23/03/2027	2pm	90 mins
Nudge - The subtle art of influencing	24/03/2027	9.30am	2 hours

Keep an eye on what's coming up:

We continue to add new webinars across the year, so do check our website regularly for the latest sessions. Dates and times may change. If you're looking for a topic that isn't included in this guide, please get in touch at events@elect.nhs.uk. We're always happy to discuss additional training options.

Register now

To sign up for these professional development webinars, simply visit: www.nhselect.nhs.uk/events

All your staff can access these webinars by visiting our website: Access webinars

NHS Elect

Get in touch

NHS Elect
LABS Hogarth House
136 High Holborn
London
WC1V 6PX

0203 925 4851
admin@elect.nhs.uk
NHS Elect



nhselect.nhs.uk