

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

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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 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.

A new NHS Management and Leadership Framework is coming in 2026

Developed with the Chartered Management Institute (CMI) to recognise, support and accredit management and leadership consistently across the NHS. We are working

with CMI to become a registered centre, so that we can offer our members learning aligned to the framework, and CMI accreditation. This will open up new opportunities for our members, and we'll share more details as the framework and our learning offer take shape.

What is included in membership?

Services for all staff

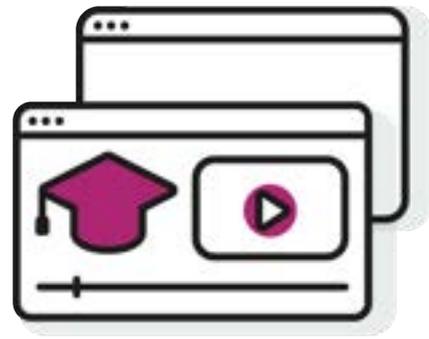
As part of your membership, all staff in your organisation can access a wide range of services, including:



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](#)

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](#)



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 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 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

Communication and engagement

Facilitating groups and teams

Organisational development

Staff wellbeing

Coaching services

Customer care

Leadership and management 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 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.

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.

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.

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
- Charing 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.

A new NHS Management and Leadership Framework is coming in 2026. We're working with CMI to become a registered centre, so that we can offer you learning aligned to the framework and CMI accreditation.



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	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

 5 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.

Reflective leader programme

 5 whole day sessions  Face to face

The Reflective leader programme helps leaders better understand their own style, preferences and behaviours, building confidence and impact. Through practical exercises and reflection, participants develop compassionate, inclusive leadership skills and connect with a supportive peer network.

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

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 2026/27.

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

Learn to deliver the new Collaborative QI Practitioner Programme

 6 days x full day sessions  Online  6 tokens per person

This Train-the-Trainer programme prepares facilitators to deliver the Collaborative Quality Improvement Practitioner (CQIP) programme. CQIP blends quality improvement, systems thinking and convening methods to support teams in leading collaborative, cross-boundary improvement.

Through immersive workshops, practical resources and ongoing NHS Elect support, participants learn how to deliver CQIP locally. Trainers gain facilitation confidence and the tools needed to plan, adapt and run a full cohort of CQIP within six months.

The programme also builds a strong grasp of CQIP's core purpose and concepts, while enabling trainers to facilitate sessions in inclusive, flexible ways that suit their organisational needs.

Leading Happier Teams Programme

 3 x full day sessions  Online  2 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.

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.

Clinical Educator Programme

 8 x half days 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 designing and delivering effective education that engages learners and supports clinical practice.

You'll focus on practical techniques you can apply straight away, helping you support learners more effectively and adapt to different learning needs. Alongside shared learning and reflection, you'll build confidence in your role and develop a stronger understanding of how people learn in clinical environments.

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

National development programmes

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.

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.

Organisational Development Practitioner Programme

 6 x full day sessions  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.

Coming soon - Strategic Commissioning Programme

We will soon be launching a new strategic commissioning programme to support system leaders to commission confidently in complex healthcare environments.

The programme will explore how we take the Ten-Year Plan's strategic priorities and translate them into system change: Building collaboratives, managing complexity, working across networks and organisations, and delivering tangible outcomes. The emphasis will be on practical skills, confidence, and effective leadership.



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.

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

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.



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.

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.

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.

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.

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.

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.

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.

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.

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.

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 2026

Webinar	Date	Time	Duration
Providing feedback effectively	01/04/2026	1.30pm	1 hour
Happier working lives - Team tips	01/04/2026	3pm	1 hour
Why mistakes happen? Understanding human factors	10/04/2026	10am	90 mins
Introduction to project management	13/04/2026	2pm	2 hours
Strategic commissioning - It really is a new dawn	15/04/2026	10am	1 hour
Building better habits	20/04/2026	3pm	1 hour
Seeking and addressing interview feedback	21/04/2026	10am	1 hour
Improve your critical thinking skills	29/04/2026	1.30pm	1 hour
Making your CV stand out	30/04/2026	1.30pm	1 hour
How to lead interviews and hire with confidence	30/04/2026	3pm	1 hour

May 2026

Webinar	Date	Time	Duration
From boring to brilliant - How to run an engaging online session	06/05/2026	2pm	2 hours
Advanced project management	11/05/2026	2pm	2 hours
Population health - From treatment to prevention	13/05/2026	10am	1 hour
Using appraisals to develop your team	15/05/2026	9.30am	90 mins
Assessment centre without fear	15/05/2026	11.30am	1 hour
Overcome your nerves and present with confidence	27/05/2026	2pm	90 mins
Teaming and psychological safety	28/05/2026	10am	1 hour
Developing a flexible leadership style	28/05/2026	11.30am	1 hour

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

Upcoming webinars: June 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.

June 2026

Webinar	Date	Time	Duration
Writing an effective business case	01/06/2026	2pm	2 hours
Why do compassionate conversations matter?	04/06/2026	9.30am	1 hour
How to be an inclusive leader	10/06/2026	1.30pm	1 hour
Taking charge of your career	10/06/2026	3pm	1 hour
Writing reports that make an impact	16/06/2026	10am	90 mins
Strategic collaboratives - priorities & pitfalls	17/06/2026	2pm	1 hour
Tackling difficult conversations	18/06/2026	1.30pm	1 hour
Why lead with compassion?	18/06/2026	3pm	1 hour
Minute taking made simple	25/06/2026	10am	1 hour
Chairing a productive meeting	25/06/2026	11.30am	1 hour
Strategy 101	29/06/2026	1.30pm	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



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Get in touch

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

 0203 925 4851

 admin@elect.nhs.uk

 NHS Elect

