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GEL Training

ASPIRE

Business, Leadership
& Management Specialists

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Welcome to Aspire

Within these pages you will find a wide range of training and development solutions that are purposely designed to help you progress in your career aspirations. From one-day courses to help plug your skills gaps to longer-term development programmes to develop your wider abilities through a mix of training and coaching. In between you will find short-course qualifications that serve many purposes, not least recognising your abilities by testing you against standards and providing certification on success.

Kevin Holt
Managing Director

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Published by NK Media LTD

Our Products & Services

Developing new skills

Over 60 different short courses available in 10 main categories, each is designed to develop new skills and insight and raise confidence levels.

Short-course qualifications

A range of short qualifications designed to get straight to the point and establish a foundation core of knowledge and skills in leadership and management. Levels range from shop floor to boardroom.

Higher level & Specialist Qualifications

A suite of development programmes that offer sustained support over a longer term, designed to achieve competent, confident and resilient leaders

The Open Programme

The Open Programme is a range of short courses, specifically designed to develop your staff with new skills, insight, attitudes and confidence. The courses are practical, fast-paced and seek to close skills gaps quickly.

Each course is scheduled to run several times throughout the year, which means you can plan your training activities with confidence and you don't have to wait long for a place on the next course.

Open programmes are ideal for when you only have one or two people requiring those skills, or when you can only afford to lose one or two staff from the workplace at any one time.

Your staff will learn with and from others in different industries and sectors and can even use their learning towards a qualification if they choose.

They will definitely return with increased confidence and skills.

> *I attended a short course at GEL and wished I had done it years earlier. Great training with very supportive tutors, who made the day really worthwhile.*

Delegate feedback
Course: Dealing with Difficult Customers

69 different courses in 12 categories

Training provides many more benefits than simply acquiring new skills

In every job there are skills required to be effective

Communications skills, planning and organising, making decisions, managing time; delivering presentations, influencing and negotiating skills, training others, planning events, managing change and much more.

Our jobs change over time and as such become progressively more complex, so we need to revisit some of these skills and/or develop new ones.

The Personal Effectiveness courses at GEL seek to solve some of the more common requests.

- My presentation style needs to improve
- I need to know how to use spreadsheets more effectively
- How do I run an appraisal interview?
- I wish I wasn't so disorganised and had more time
- I'd like to be more confident
- I'd like to be more creative and innovative
- I'd like to be a more confident person
- I need to be willing to say 'yes' more often
- I need to be able to say 'no' more often
- I want to be able to delegate properly
- I want to train my own staff and support them to improve
- I need to be able to deal with conflict better

Some people say you're born a leader. We disagree

The world of work is changing faster than ever, driven on by globalisation, evolving technologies and new generations entering the workforce. New styles of working are emerging, which bring increased expectations and fresh challenges for managers. It has never been more important for organisations to have confident and capable leaders distributed throughout their organisation.

It takes dedication and focus to become a great leader; they simply don't come ready-made.

At GEL we believe leaders can emerge from any level of the organisation and through our work with the Institute of Leadership and Management, we can help your organisation spot those with potential and work with you to develop your future leaders.

Some of the titles on our Open Programme include:

- **Understanding the Team Leader Role**
- **Understanding the Supervisory Role**
- **Understanding the Middle Manager Role**
- **Understanding the Senior Manager Role**
- Managing Quality and Improvement
- Lean Practices and Improving Productivity
- Managing & Implementing Change
- Motivation and Team building Skills
- Delegation and Objective Setting
- **Project Management Skills**
- Risk Management
- Coaching in the Workplace
- Leading Innovation and Change

"We were looking to promote one of our team members to a supervisory position and felt he needed a grounding in understanding the role. He completed the foundation in team leading at GEL and the Delegation Skills course shortly after, and we have seen a noticeable difference in his confidence and ability. He is already booked on the supervisory foundation for next year."

Employer feedback
Course: Training Needs Analysis meeting

People Management

Every manager and leader that works with employees must have an appreciation of what's right and wrong when it comes to people management.

They won't need to know the ins and outs of employment law, but they will need to know the basics.... and specifically, when to escalate the issue.

Our suite of short courses for leaders and managers focuses on first line HR and seeks to develop best practice in areas of performance appraisal and performance management; dealing with difficult situations; conflict management, timekeeping and managing absence.

- **Appraising staff performance**
- **Dealing with difficult employee situations**
- **Managing grievance and discipline**
- **Managing equality & diversity at work**
- **Managing performance and feedback**

When coupled with personal development courses in communication skills, assertiveness and dealing with conflict, we see the emergence of confident leaders with HR awareness.

IT Skills

Like it or loathe it, IT is used in most organisations because it adds benefits such as saving time, improving accuracy, automating processes, helping to make decisions and professionalising the look of your organisation.

Improving your internal competence with IT will therefore bring significant gains, which tend to be immediate and tangible.

At GEL, we focus mostly on Microsoft products such as Word, Excel, PowerPoint, Outlook and Project plus navigating 365 & SharePoint.

Training courses are structured to cater for a range of levels, from beginners to intermediates to advanced and wizards.

Our courses are practical and have a strong 'workshop' nature about them, meaning learners can ask for advice about specific actions they want to take on their own systems, or create solutions during the training to take away with them. Some learners bring examples to the sessions to work on.

Our IT Training Suite accommodates up to 8 learners, each with their own laptop for the duration, and all software is independent of our main system, meaning we can open the suite up to companies who want a training site for their own IT software.

Customer Service

The concept and importance of customer service needs no introduction, but a lack of skills will undermine even the best of policies. Organisations are judged from the first customer interaction to the last, and a lack of rapport building skills, relationship management, an inability to deal with situations or a basic lack of confidence could result in a poor customer experience. Why take the risk for the sake of some new skills, techniques and best practice guides, all of which are easy to learn and apply.

Finance

Not everyone needs to know about finance, but for those who do, it can be a new and sometimes confusing concept to learn. From basic budgeting to interpreting accounts to forecasting and making finance related decisions, let us show you how through a series of short courses to develop your financial awareness for those in a non-finance role.

Sales & Marketing

Consumer behaviour in a digital-rich world is changing the way we do marketing. Smart phones and smart speakers provide unlimited access; social media is greatly impacting our decision making; the drive for sustainable products is overwhelming, and fake news is affecting the trust we invest in brands, not to mention AI.

The central theme of all modern marketing is the need to be authentic and genuine, and you cannot achieve true authenticity until everyone in your company deeply cares about what you do and believes in your values. This is a strength of our training at GEL; whether a bespoke course for your teams or an open course for one or two, we focus on new and emerging technologies, customer engagement and authenticity.

We believe effective leaders inspire, motivate and drive their organisation forward.

At GEL we have 25 years' experience of leadership and management development and have built up real expertise in how to identify, develop, support and accredit learners with the right blend of skills for their business.

Just as every individual has different needs, so too do organisations, which is why we use the modular construction of ILM qualifications to help us custom-build programmes to suit you and your learner's needs. Furthermore, the bite-size nature of each learning module, coupled with a variety of different delivery methods, means we can help your staff study what they need, when they need it, in the order they need it and at the pace they need.

Our qualifications begin at level 2 (ideal for team leaders) and go up to level 7 (senior managers). At most levels you have choice of three sizes of qualification: Award, Certificate or Diploma, and you can register for a full qualification in one go or build up your units slowly. Our programmes are suitable for employers of all sizes, types and sectors.

Employers

- **88% of employers say they have stronger leaders because of the ILM training**
- **84% of employers saw an immediate impact on organisational performance following a ILM course**
- **78% of employers saw a return on their investment within one year**

Qualifications at GEL

ILM (L2) Team Leading

A 5-session course for new or experienced team leaders, helping them become more effective in their role.

ILM (L3) in Leadership

A 6-session course for those who hold management responsibilities but may not have been formally trained.

ILM (L3) in Coaching

This 6-session course is for team leaders and first-line managers, who need skills to impart their knowledge and experience to others.

ILM (L4) in Leadership

A 4-session course designed for new and aspiring middle managers, developing the skills they need to lead effectively.

ILM (L5) in Leadership

A 6-session course for new and existing managers, aimed helping them develop skills to improve performance.

ILM (L5) in Coaching & Mentoring

An 8-session course for people with responsibilities for coaching and mentoring staff to improve performance.

And more ....

Learners

- **70,000 learners register for ILM qualifications each year**
- **87% of them say their leadership training has provided them with essential workplace skills and confidence to use them**
- **90% of them would recommend ILM courses to a colleague**

Health & Safety Qualifications

Over 40 delegates trained in last 12 months with a 100% success rate.

Our success rate is higher than the national average.

IOSH Managing Safely

Managing Safely is unlike any other health & safety course because it not only delivers practical, step-by-step guidance, but also does so with a sharp business focus.

Delivered over three consecutive days, this course is hands -on, engaging, jargon-free and inspiring, which is critical to embedding safety and health throughout your entire organisation.

The course is assessed by a multiple choice exam and a short work-based project.

NEBOSH General Certificate

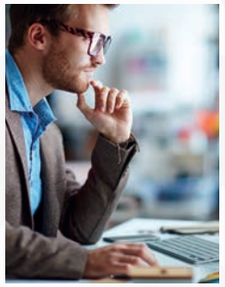
This course is invaluable for managers, supervisors and specialists who need to gain a broad understanding of health and safety issues and have the ability to manage risks effectively.

It comprises ten days of training during which you will engage in tutor-led sessions, self studies, group studies, and mock assessments.

The course is assessed by an open-book exam and a short work-based project.

Achieving the NEBOSH qualification will give you a globally recognised qualification and raise your health & safety standing.

If you want to stretch yourself into new areas, or seek recognition for the levels you currently operate, then these qualifications deliver.



Project Fundamentals Qualification

Project Fundamentals Qualification (PFQ) is a knowledge-based qualification accredited by APM, the chartered body for project management professions.

Delivered over 3-days, PFQ is for those wanting a broad understanding of the principles of project management. PFQ is the first step in the APM suite of certifications and will provide an awareness of project management terminology; a broad understanding of the principles and sufficient knowledge for learners to make a positive contribution to any project.

Project Management Qualification

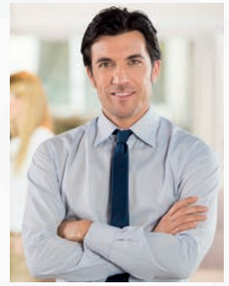
Project Management Qualification (PMQ) is a knowledge-based qualification accredited by APM, the chartered body for project management professions.

Delivered over 6-days and supported with self-studies, this course covers all aspects of project management and is assessed through a formal examination online. The course is ideal for existing project managers or those who want a solid grounding in project management techniques.

ILM (L6) Award in Leadership and Management

A programme that offers leaders and managers an opportunity to achieve a higher qualification that is commensurate with their position or aspiration.

It is specifically designed for middle and senior level managers and provides a valuable bridge between operational and strategic management. Delivered over 8 months and supplemented with self-studies, the programme requires on-course assessments and work-based application.



ILM (L7) Award in Strategic Leadership

The ILM (L7) Award in Leadership and Management is designed for senior / strategic leaders seeking to sharpen their leadership capability, enabling them to deliver successful outcomes for their organisation.

It is suitable for leaders who want to make the best use of resources, develop commercially viable propositions, innovate, optimise performance and drive impact.

The course is 10 months long and will convene managers in small cohorts through which you will learn the critical thinking skills required for advanced and effective leadership.

In-house Training

When your training requirements focus on specific company issues, such as a change programme or new system of work, or where there's a collective training need for several members of staff, it makes economic sense to look at bespoke in-house training courses.

Three good reasons to consider in-house development

- **You call the shots!** Dates, times, durations, venue, participant mix, sequence and content and all designed with you…..and now that we have Assured Awards from ILM, you can even choose if it is accredited or not.
- **Focused Content.** In-house courses enable you to focus on your systems, your procedures, your processes, protocols, customers etc. We can build-in the 'company way' directly to the course content and even solicit ideas for improvement on current practice.
- **Cost effective solutions.** The per person cost for in-house courses is much reduced from the standard Open Programme costs, meaning you can develop more people per capita and ensure they receive bespoke training.

Assured Awards

Enhance the profile and status of your organisation's in-house training programmes through recognition from ILM.

The Award is known in your company name, ie, ABC Customer Service, XYZ Leadership Programme, and is printed on ILM certificates.

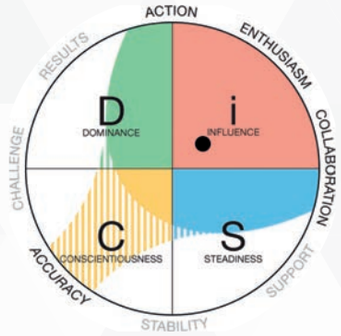
Courses can be at any level, from team members to board room, and only those who attend and have your validation of approval to receive the certificate.

You can choose to have assessment as part of the programme, or simply award on the basis of attendance and taking part.

GEL can help you to enhance staff engagement through free ILM membership and digital resources.

DiSC Profiling

DiSC is a psychometric instrument that's designed to help us develop our self-awareness. It contributes directly to our levels of emotional intelligence and thus our ability to manage ourselves and others.



If you're trying to understand why you connect with some people and not others, or you're struggling to deal with awkward, tense situations, or you want to manage 'difficult' staff with more confidence, or if you want to build a team to achieve higher performance levels, then DiSC will provide you with the insight and the actions to take. We have FIVE reports you can use:

DiSC Workplace

Learn more about yourself and the way you communicate with others.

Productive Conflict

Rather than focus on a step-by- step process for conflict resolution, DiSC Productive Conflict helps curb destructive behaviours so that conflict can become more productive, ultimately improving workplace results and relationships.

Five behaviours of a cohesive team

Designed to bring out the best in an existing team, this report focuses on the five critical behaviours that all performing teams need

DiSC Management

An in-depth management report that directly links to the 8 Dimensions of Leadership model and shows managers how to bring out the best in their employees

The work of leaders model

This model is a unique leadership development programme that simplifies the work of leaders into three tangible steps: Vision, Alignment, and Execution.

Apprenticeships

The benefits of apprenticeships are fast becoming increasingly obvious to more and more businesses. Increased efficiency, greater productivity, motivated staff, lower recruitment costs, building for the future and so on.

Apprenticeships provide for the future

Whether you're bringing in new talent or developing your existing staff, apprenticeship training will help to unlock any latent potential, create higher skill levels, improve performance and raise productivity.

Apprentices add value

The return on investment for apprentices while on training is reported by employers as wholly positive, with the effects felt almost immediately.

Apprentices are loyal

Not only do employers rate their higher apprentices as more employable than others with equivalent qualifications, but they are more likely to stay in employment with the company that invested in them.

Apprenticeships

A clear demonstration of your investment

Providing apprenticeship schemes can display a willingness to invest in and develop your workforce, giving current employees a real reason to be optimistic for their future prospects. A business willing to invest in its people demonstrates a positive approach which can be very useful for hiring future staff.

Apprenticeship training is structured

Apprentices receive training and assessment that is specific to their job role and competence-based, which means your staff will be trained to achieve the Standards set by industry, not academia.

Apprenticeships can be contagious!

Apprentices are often willing to learn and have a positive attitude and fresh ideas. This can have a knock-on effect on existing staff, and a positive and content workforce is more likely to perform better than those with low morale.

Five key apprenticeships at GEL

Team Leader (Level 3)

This programme is 12-14 months long and is ideal for aspiring professionals taking their first step into line management. It aims to develop essential management skills that include managing people, resources, information and operations.

Improvement Practitioner (Level 4)

This programme is 12-14 months long and is ideal for those involved in continuous improvement, particularly Lean & Six Sigma. Also develops project, change and leadership skills.

Improvement Technician (Level 3) also available

Associate Project Manager (Level 4)

This programme is 18-24 months long and is ideal for aspiring Project Managers. It aims to develop essential project management skills that include project planning, design, execution, monitoring, control and evaluation.

Operations Manager (Level 5)

This programme is 18-20 months long and is ideal for middle and senior managers and designed to introduce a wide range of management topics and develop confidence in using them, including the management of people, projects, strategy, quality and finance.

GEL Training

ONE SIZE DOES NOT FIT ALL

When it comes to staff development, different staff need different paths and there are so many choices to make. We can help you navigate the various pathways and find the right solutions for you, including accessing apprenticeship funding.

Book a free training needs analysis meeting

Call GEL on 01452 221 777

Email us at info@geltraining.co.uk

Visit our website www.geltraining.co.uk