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Case Study:

**NICE (National Institute for
Health and Care Excellence)**

Nature of Contract

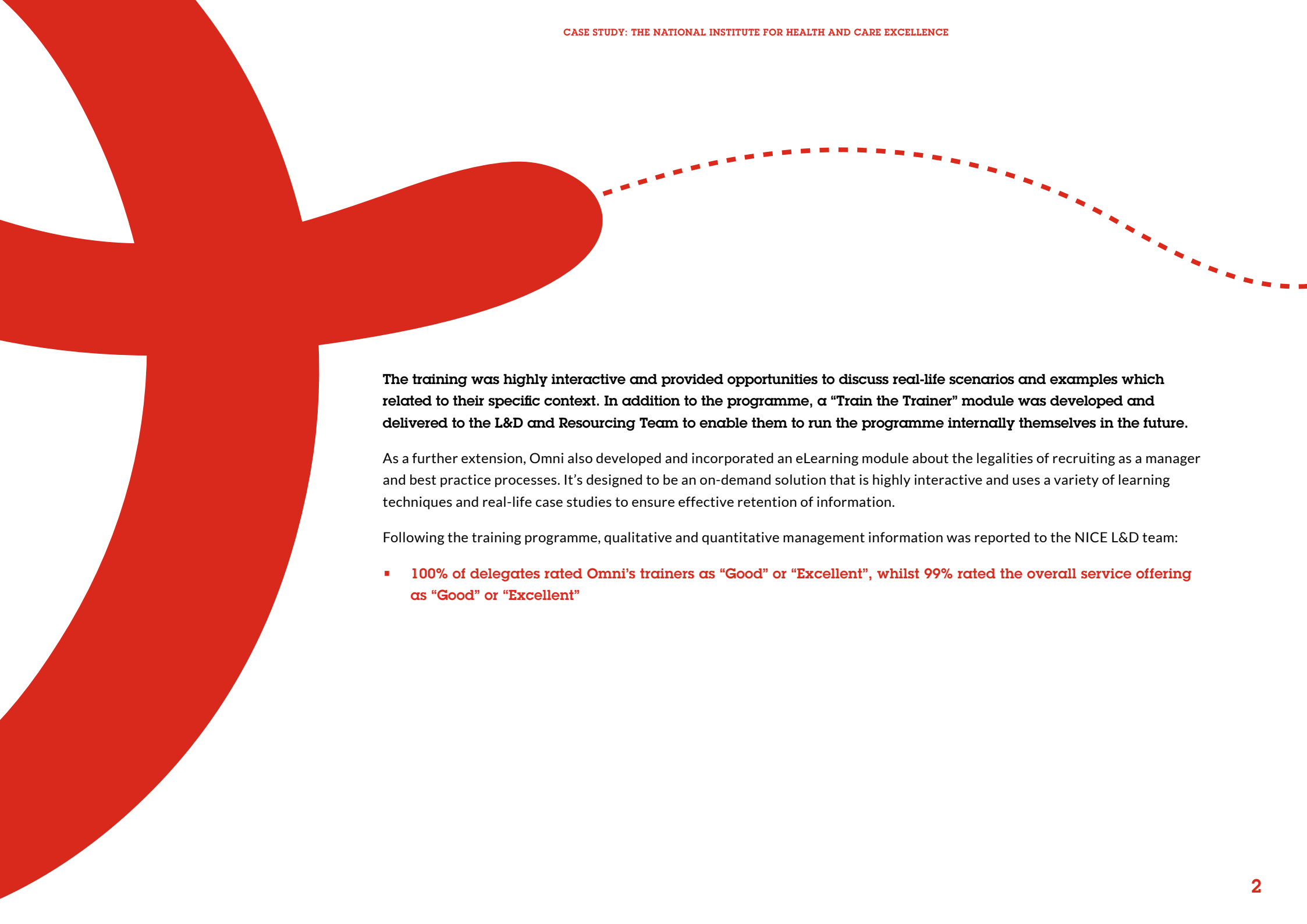
The National Institute for Health and Care Excellence (NICE) provides national guidance and advice to improve health and social care. Their role is to improve outcomes for people using the NHS and other public health and social care services.

NICE has recently launched a new five-year strategy with a key priority to create a fair, diverse and inclusive work culture. In July 2021 Omni was appointed to develop and deliver a training programme for c. 100 managers, taking them through the full cycle of workforce planning and recruitment through attraction, selection, offer and onboarding with additional modules around Diversity and Inclusion. At the outset, Omni worked with the L&D team at NICE to develop a highly bespoke programme, structured around the NICE processes, NICE strategy and EDI objectives & values. This collaboration covered all areas related to people and the EDI agenda to ensure the training programme was fully aligned to the needs of the organization.

The workshops covered 10 modules, including:

- **How to optimise Equality Diversity and Inclusion as a manager**
- **The importance of effective hiring, candidate management and selection**
- **Where discrimination can occur within the employee life cycle**
- **Effective onboarding methods as a manager**





The training was highly interactive and provided opportunities to discuss real-life scenarios and examples which related to their specific context. In addition to the programme, a “Train the Trainer” module was developed and delivered to the L&D and Resourcing Team to enable them to run the programme internally themselves in the future.

As a further extension, Omni also developed and incorporated an eLearning module about the legalities of recruiting as a manager and best practice processes. It’s designed to be an on-demand solution that is highly interactive and uses a variety of learning techniques and real-life case studies to ensure effective retention of information.

Following the training programme, qualitative and quantitative management information was reported to the NICE L&D team:

- **100% of delegates rated Omni’s trainers as “Good” or “Excellent”, whilst 99% rated the overall service offering as “Good” or “Excellent”**

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“Omni worked with NICE on our Recruitment Best Practice training (both classroom and e-learning). The level of work was outstanding. The materials covered everything we needed in a clear and insightful way, which was exactly what we asked for.

During the training the Omni team were approachable, engaging and extremely knowledgeable which landed very well with our business.

The feedback from our Hiring Managers was very positive and as a result we are continuing to deliver this training internally (we have big shoes to fill!). The training has made such an impact at NICE and we really appreciate all the work that went into creating and delivering it! Suzanne (Head of Training at Omni) has been supporting us all the way and I couldn't ask for more from a partnership.”

- Sarah Withington – Recruitment Manager - NICE

NICE National Institute for
Health and Care Excellence



Want to find out more?
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