Leadership & Management in Healthcare

INTRODUCTION

- This training course is designed to enhance the management and leadership capabilities needed by modern healthcare professionals. The training course is run in workshop format to encourage sharing of ideas and good practice and encourages delegates to challenge one another and find new and better solutions for existing problems. Delegates will gain competence in the key skills needed to deliver high quality care.
- The focus of the training course is on the development of key managerial skills to build confidence and capability to deliver organisational objectives. A review of diverse leadership styles and theories, an understanding of self to recognise strengths and weaknesses, attention paid to management and leadership of teams (including clinical and non-clinical staff), as well as key challenges around ethical decisions relating to good care outcomes, will combine to deliver a rounded training course to enhance the capabilities of healthcare professionals.

This training course will highlight:

- A range of leadership styles and approaches
- Team leadership needed to run diverse teams
- Personal skills for managing and leading effectively
- Awareness of ethical challenges in delivering quality outcomes
- The need to communicate and collaborate effectively to deliver shared objectives

OBJECTIVES

By the end of this training course, you will be able to:

- Explore the impact of different leadership styles and practices
- Gain confidence and self-awareness of your own leadership capabilities
- Learn the importance of evaluating the effectiveness of communication channels and styles
- Apply new management techniques to deliver better care outcomes
- Become a more effective team player

TRAINING METHODOLOGY

- This training course utilizes a range of proven adult learning techniques to ensure maximum understanding, comprehension and retention of the information presented. This includes discussions, case studies, presentations and exercises. The course leader will make extensive use of real-life case examples of organisations with which they have been personally involved.Each session provides opportunities to develop skills using case experience and apply them to your organisation generating improvements in efficiency and effectiveness.

ORGANISATIONAL IMPACT

What will your organisation gain from employees attending this training course?

- More confident and effective leaders
- Improved understanding of health and care outcomes
- Better cooperation between clinical and non-clinical teams
- More effective communications with stakeholders
- Greater awareness of decision-making and ethical considerations
- Enhanced quality of care

PERSONAL IMPACT

Participants will further develop their personal management and leadership skills by being:

- Developing a greater understanding of different leadership styles and approaches
- Gaining self-awareness and the ability to deploy different styles
- Improving their team leadership capabilities
- Developing more effective communications with stakeholders
- Gaining greater focus on objectives and health outcomes
- Enhancing their leadership style and effectiveness

WHO SHOULD ATTEND?

This training course is suitable to a wide range of professionals but will especially benefit:

- Managers and clinicians jointly responsible for leading healthcare organisations
- Managers and clinicians responsible for quality care provision
- Line and functional managers, team leaders and supervisors
- Managers and leaders new to leadership roles
- Managers and leaders wanting to further develop leadership capabilities

Course Outline

Leadership Styles

- Transactional & Transformational Leadership Styles
- Goleman and Emotional Intelligence
- Servant Leadership
- Dispersed Leadership
- Leader - Follower relations
- Motivating self and others

Focus on Self

- Working Styles
- Interpersonal Skills
- Delegation
- Persuasion/Negotiation
- Managing conflict
- Achieving outcomes

Focus on Teams

- Teams/Silos/Groups
- Exploring team working
- Team effectiveness/high performance
- Team leadership
- Team boundaries
- Effective meetings

Focus on Quality Outcomes

- Defining outcomes
- Delivering Objectives/Targets
- Balancing need with resources
- Developing a culture of continuous improvement
- Encouraging decision-making on the front line
- Ethical challenges

Review and Further Development

- Navigating the health and social care system in your region or country
- The importance of developing key relationships and networks
- Managing the clinical and management collaboration
- A review of practical tools for effective leadership & management