



### **Team Building and Engaging Teams using Insights “Discovery”**

This workshop is suitable for any team within the NHS.

Delegates will use the Insights “Discovery” model (an accredited, proprietary analysis of individual personality type, informed by questionnaires and based on the work of Psychologist Karl Gustav Jung) to create a combined team profile. This will give the delegates an understanding of their combined strengths and weaknesses. The team will generate an action plan to optimise their strengths at the same time as identifying a development agenda to minimise the impact of their weaknesses.

Workshop attendance will benefit the NHS by improving team development through a focused and targeted development plan. The team will be better able to deliver against its key objectives and responsibilities and therefore deliver an improved healthcare service.

### **Team Building using Myers Briggs Type Indicator**

This workshop is suitable for any team within the NHS.

Delegates will use Myers Briggs type Indicator (an accredited, proprietary analysis of individual personality type, informed by questionnaires and based on the work of Psychologist Karl Gustav Jung) to create a combined team profile. This will give the delegates an understanding of their combined strengths and weaknesses. The team will generate an action plan to optimise their strengths at the same time as identifying a development agenda to minimise the impact of their weaknesses.

Workshop attendance will benefit the NHS by improving team development through a focused and targeted development plan. The team will be better able to deliver against its key objectives and responsibilities and in so doing deliver an improved healthcare service.

## **Vision, Purpose and Values**

This workshop is suitable for any team within the NHS.

Delegates will contribute towards the development of a team charter which involves setting out the team's vision and purpose. Delegates will agree a set of team values and norms that will define the agreed behaviours and operating framework.

Workshop attendance will benefit the NHS by improving team effectiveness, co-operation and motivation. The team will be better able to deliver against its key objectives and responsibilities and thereby deliver an improved healthcare service.

## **Accountability**

The Oz Principle introduces tools to assist leaders and teams in improving the effectiveness of their organisation in achieving their organisational results. The workshop is based on the book *The Oz Principle – Getting Results through Individual and Organisational Accountability*, written by Roger Connors, Tom Smith and Craig Hickman.

The outcomes from the workshop are:

- Develop individual and organisational accountability by introducing a positive approach to working *Above The Line*
- Develop ownership for achieving the Three Results by applying the *Steps To Accountability*
- Understand a common language which is being used by all colleagues in the organisation
- Develop individual action plans to ensure that each delegate achieves the identified results areas

## **MDT Skills Development**

This workshop is suitable for all NHS staff responsible for chairing MDT meetings.

Delegates will learn and develop skills to enable them to chair MDT meetings more effectively and to raise awareness of the issues that MDT Chairs can face thereby improve the effectiveness of the MDT meeting. It is also an opportunity to learn from each other and an opportunity for local improvements.

Workshop attendance will benefit the NHS by improving MDT meeting effectiveness, supporting efficient and inclusive group decision making.

## Change and Transformation

### **Change Management and Change Leadership**

This workshop is suitable for all NHS staff responsible for leading or supporting colleagues and reports during times of organisational change. Delegates will learn how to recognise the stages of an individual's response to change. They will learn and develop techniques and skills to effectively support colleagues and reports through these stages.

This workshop can also be adapted for delegates managing their own change.

Workshop attendance will benefit the NHS by improving the support that leaders and managers can provide to colleagues and reports during times of organisational change. Organisations can begin to embed new processes and systems earlier and more effectively, and in so doing ensure more timely delivery of their organisational responsibilities.

### **Innovation and Creativity**

This workshop is suitable for all healthcare professionals working in the NHS.

This is a facilitated workshop to support the innovative solutions in delivering healthcare to patients.

Delegates will learn new skills around innovative thinking and in essence, give a fresh set of eyes on their own business challenges. They will learn how to identify barriers, come up with different ways of solving problems and how to change thoughts into ideas. Delegates will be able to support the implementation of strategies and plans for the NHS in line with the QIPP agenda.

Workshop attendance will benefit the NHS by encouraging innovative thinking to drive change in the way the NHS solve business challenges and be doing so help deliver better quality patient care.

### **Communication for Change Behaviour – Motivational Interviewing**

Delegates will learn skills and behaviours that will improve their effectiveness of conversations with patients to have discussions around their health issues. Delegates will learn how to identify patients' barriers to change their own behaviour and help facilitate their thinking to make a change to improve their health.

Workshop attendance will benefit the organisation by improving the workforce ability to have effective conversations and contribute to any targets the organisation may have in increasing patient's participation in health programmes.

### **Academic Detailing**

The workshop is suitable for all healthcare professionals and NHS managers who are responsible for driving changes in behaviour in colleagues and/or service users.

Delegates will learn and develop new skills and behaviours that will help encourage and support positive changes in the behaviour, habits and practices of other HCPs and/or service users, via face to face interaction.

Attendance will benefit the NHS by enabling delegates to optimise their ability, and that of others, to more effectively embed and drive the uptake of locally (or nationally) agreed policy and processes: to drive the improvement of the health of the local population, and/or the efficiency of the local healthcare economy.



### **Leadership Styles**

This workshop is suitable for all NHS staff with line management responsibility.

Delegates will learn to understand their own leadership style. They will learn skills and techniques that will help them teach others to flex their own style to meet the needs of their reports and colleagues.

Workshop attendance will benefit the NHS by developing more effective leaders who are more able to support and encourage individuals and teams to deliver their responsibilities and hence contribute to the objectives of the wider NHS organisation.

### **Leadership using Insights “Discovery”**

This workshop is suitable for any leadership team within the NHS.

Delegates will use the Insights “Discovery” model (an accredited, proprietary analysis of individual personality type, informed by questionnaires and based on the work of Psychologist Karl Gustav Jung) to create a leadership profile. This will give the delegates an understanding of their leadership strengths and weaknesses, their management style and how their personal style impacts decision making.

Workshop attendance will benefit the NHS by developing more effective leaders who are more able to support and encourage individuals and teams to deliver their responsibilities and hence contribute to the objectives of the wider NHS organisation.

### **Change Leadership**

This workshop is suitable for all NHS staff responsible for leading or supporting colleagues and reports during times of organisational change.

Delegates will learn how to recognise the stages of an individual's response to change. They will learn and develop techniques and skills to effectively support colleagues and reports through these stages.

Workshop attendance will benefit the NHS by improving the support that leaders and managers can provide to colleagues and reports during times of organisational change. Organisations can begin to embed new processes and systems earlier and more effectively, and in so doing ensure more timely delivery of their organisational responsibilities.

### **Challenging Conversations**

This workshop is suitable for all Healthcare Professionals and NHS managers with direct reports and those in a leadership role.

Delegates will learn skills and techniques that will enable them to become more effective coaches in challenging situations. Delegates will be able to help colleagues and reports recognise the implications of poor job performance, agree strategies that will improve performance and gain commitment to see these strategies through to completion.

Workshop attendance will benefit the NHS by improving the quality of effective coaching of colleagues and reports underperforming in their job role, thus improving individual job performance and supporting improved organisational effectiveness and efficiency.

### **Coaching**

This workshop is suitable for all NHS staff with responsibility for coaching colleagues.

Delegates will learn skills and techniques that will enable them to become more effective coaches. Delegates will be able to help colleagues recognise their own needs, create strategies for personal development, and gain commitment to see these strategies through.

Workshop attendance will benefit the NHS by improving the quality and quantity of coaching support within the NHS, supporting individual colleague development and driving a more skilled and effective NHS workforce.

### **Creating a Performance Culture**

Delegates will learn to create a less process driven and more outcomes focused way of working based on the quality of output. The workshop will look at how to look at how to engage and empower employees, set performance measures, deliver feedback and create a culture of high performing individuals and teams.

Workshop attendance will benefit the organisation by being able to harness the motivation of the individual and the team to work at their highest capabilities and utilise staffs' talents and competencies to ensure the success of the organisation.



### **Service Assessment**

This workshop is suitable for clinical staff within Healthcare Organisations.

Healthcare Professionals will receive guidance, resources and explore a planning process that will provide a structured way of preparing for a service assessment for an existing service.

This workshop will help delegates produce an action plan for their service assessment through 3 basic stages:

- Identify why they are doing a service assessment
- Considering where they are now
- Mapping what needs to be done

Attendance will benefit the NHS through the recipients gaining a structured way of assessing their service and action planning.

### **Stakeholder Analysis**

The term stakeholder can be used to describe a broad variety of people associated with an idea, initiative or service. A project's success can depend on identifying its key stakeholders and then managing the various relationships between them.

Delegates will be provided with steps to guide them through the process of stakeholder analysis, covering the following topics:

- Identification of a key project and putting together the framework and plan of what needs to be discussed in a negotiation discussion using the 3 P's – Purpose, Purpose, Pay-off
- Identification of stakeholders
- Identification and prioritisation of the 'KEY' stakeholders (internal and external): using importance/ influence matrix
- Identification of stakeholder needs
- Introduction to stakeholder influence maps
- Development of a stakeholder action plan

Attendance will benefit the NHS through the delegates gaining the ability to develop a priority stakeholder list and an action plan for each stakeholder to effectively target to drive a project/service successfully forward.

### **Promoting Your Local NHS Service**

This workshop is suitable for clinical staff within Healthcare Organisations.

Healthcare Professionals will receive guidance, resources and coaching for the development of a campaign for the promotion of their local NHS service. They will gain an appreciation of the steps involved in the development of the campaign and learn to use a series of techniques to develop the content of these steps.

Attendance will benefit the NHS through the recipients gaining the ability to develop a promotional campaign through a cost and time effective process, so optimising the resource allocated to this exercise.

### **Negotiating and Influencing**

This workshop is suitable for all healthcare professionals and managers.

Delegates will learn and develop skills that will enable them to drive positive outcomes from discussions and meetings with others within and outside their own organisations using negotiation and influencing skills.

Delegates will understand the need to recognise the objectives of other groups involved in negotiations and be able to identify a way forward that will benefit all parties.

Workshop attendance will benefit the NHS by improving the likelihood of gaining a positive outcome during negotiations at the same time as creating a spirit of mutual benefit with partner organisations.

## **Communication and Engagement Strategy**

This workshop is suitable for anyone who needs to build a strategy to engage and communicate with internal and external stakeholders.

Delegates will identify who are their main stakeholders, how do you engage your stakeholders and what are the messages they need to receive from you. The workshop will also focus on how to communicate these messages through which communication methods to achieve the biggest impact.

The workshop will benefit the NHS by teams, directorates and organisations being able to engage staff and stakeholders and communicate more effectively to have an impact on patient care.



## **Project Management**

This workshop is suitable for NHS managers and healthcare professionals involved in delivering all or a part of a project. Delegates will be able to learn knowledge and increase both their hard and soft skills to plan, implement and evaluate innovations/projects.

Attendance will benefit the NHS as more initiatives and projects can be managed to ensure successful implementation and better services for patients.

## **Business Case Development**

This workshop is suitable for all NHS staff responsible for developing and writing business cases.

Delegates will learn and develop skills to enable them to know the elements, navigate processes and access information that are needed to go into a successful business case and how this can be aligned to strategic goals and best practice

Workshop attendance will benefit the NHS by increasing the skills level and capability to submit successful business cases for supporting new initiatives and changes to service provision aligned to the QIPP agenda

## **Process Mapping and Service Redesign**

This workshop is suitable for NHS managers and healthcare professionals involved in delivering all or a part of the care to patients accessing a specific service.

Delegates will construct a new pathway that maps a patient journey through the healthcare system from diagnosis to treatment that is more sympathetic to the patients' needs and/or more efficient and/or more cost effective than the current system.

Delegates will do this by understanding the current pathway, identifying the shortfalls, blockages and duplications, breaking the system down and rebuilding it in a way that provides an improved service.

Attendance will benefit the NHS as new systems and processes will be designed that drive more effective delivery of patient care.



### **Counter Prescribing/Link Selling**

This workshop is aimed at pharmacists and their counter staff.

This workshop helps delegates to understand their customers' needs/motivators when they come to discuss a health issue. They will learn more about managing change and selling skills when counter prescribing and role play of face to face techniques and to support the learning's.

Delegates will practice using the techniques such as asking WWHAM questions and turning features of the products to benefits which will fulfil the patient's needs.

Patients benefit by being given the correct advice and products to help with their health issue and the pharmacists will achieve an appropriate sell tailored to customer needs.

### **Academic Detailing**

The workshop is suitable for all healthcare professionals and NHS managers who are responsible for driving changes in behaviour in colleagues and/or service users.

Delegates will learn and develop new skills and behaviours that will help encourage and support positive changes in the behaviour, habits and practices of other HCPs and/or service users, via face to face interaction.

Attendance will benefit the NHS by enabling delegates to optimise their ability, and that of others, to more effectively embed and drive the uptake of locally (or nationally) agreed policy and processes: to drive the improvement of the health of the local population, and/or the efficiency of the local healthcare economy.

### **Communication Skills**

This workshop is suitable for all NHS staff.

Delegates will understand their own preferred communication style. They will learn how to recognise the preferred communication style of others and how to flex their own style in order to effectively meet communication needs.

Workshop attendance will benefit the NHS by improving communication, thereby improving organisational efficiency and effectiveness.



### **Communication Skills using Insights “Discovery”**

This workshop is suitable for all NHS staff.

Delegates will receive their own Insights “Discovery” report (an accredited, proprietary analysis of individual personality type, informed by questionnaires and based on the work of Psychologist Karl Gustav Jung). They will understand their own preferred communication style and learn to recognise how their communication style is perceived by others. They will understand their own communication strengths and weaknesses and understand why they are able to relate and interact more easily with some people than with others. Delegates will create a personal action plan that will help them develop a more flexible communication style that will enable them to connect and engage more effectively with people with different personality types.

Workshop attendance will benefit the NHS by improving interpersonal communication, thereby improving organisational efficiency and effectiveness.

### **Appraisal Training**

This workshop is suitable for all healthcare professionals and managers with line management responsibility.

Delegates will learn and develop the skills and behaviours necessary to conduct successful staff appraisals. Delegates will also learn how successful appraisals can support and drive the development of the individual.

Workshop attendance will benefit the NHS by improving the quality of staff appraisals, thereby improving staff efficiency and focus.

### **Chairperson Skills**

This workshop is suitable for all NHS staff responsible for chairing or facilitating at meetings.

Delegates will learn and develop skills to enable them to chair and facilitate large and small meetings more effectively.

Workshop attendance will benefit the NHS by improving meeting effectiveness, supporting efficient and inclusive group decision making.

### **Challenging Conversations**

This workshop is suitable for all Healthcare Professionals and NHS managers with direct reports and those in a leadership role.

Delegates will learn skills and techniques that will enable them to become more effective coaches in challenging situations. Delegates will be able to help colleagues and reports recognise the implications of poor job performance, agree strategies that will improve performance and gain commitment to see these strategies through to completion.

Workshop attendance will benefit the NHS by improving the quality of effective coaching of colleagues and reports underperforming in their job role, thus improving individual job performance and supporting improved organizational effectiveness and efficiency.

### **Insightful Assertiveness Training and Conflict Management**

This workshop is suitable for all staff working in the NHS.

Delegates will develop personal assertiveness through training on verbal and non-verbal communication techniques, dealing with communication breakdown, and recognising and handling the common causes of conflict.

Workshop attendance will benefit the NHS by enhancing the delegates' ability to communicate more effectively with NHS colleagues and service users avoiding conflict, whilst at the same time meeting the needs of the individual and the organisation.

### **Interview Skills**

This workshop is suitable for all Healthcare Professionals and NHS managers who may be attending an interview for a promotion or change of job.

Delegates will learn and develop new skills and behaviours that will support effective interview preparation, and support effective communication with the interviewer or interview panel.

Attendance will benefit the NHS by enabling delegates to more effectively prepare and perform at job interviews, allowing effective appointment decisions and driving the efficiency & effectiveness of the appointing organisation.

### **Negotiation Skills**

This workshop is suitable for all healthcare professionals and managers.

Delegates will learn and develop skills that will enable them to drive positive outcomes from discussions and meetings with others within and outside their own organisations.

Delegates will understand the need to recognise the objectives of other groups involved in negotiations and be able to identify a way forward that will benefit all parties.

Workshop attendance will benefit the NHS by improving the likelihood of gaining a positive outcome during negotiations at the same time as creating a spirit of mutual benefit with partner organisations.

### **Presentation Skills**

This workshop is suitable for all healthcare professionals and managers who make formal or informal group presentations as part of their job role.

Delegates will learn and develop skills that will enable them to make group presentations with greater impact. Delegates will look at the content of a presentation, appropriate use of visual media as well as presentation style, including physical and vocal behaviours. The workshop includes practical role play and developmental feedback.

Workshop attendance will benefit the NHS by increasing the impact made during presentations to a variety of audiences.

## **Time Management**

This workshop is suitable for all NHS employees.

Delegates will learn skills and behaviours that will improve their effectiveness and productivity within the limited time available. Delegates will learn how to prioritise their workload, identify barriers and distractions to effective time management and apply techniques to avoid them.

Workshop attendance will benefit the NHS by improving the workforce efficiency, encouraging the individual's prioritisation of the tasks that contribute to delivery of key organisational priorities.

## **Networking**

This workshop will look at what is networking and explore why healthcare professionals want and need to network in today's changing NHS environment. Delegates will cover the skills that will help them to network effectively and be able to make a memorable impact on those people they meet. Delegates will create a personal branding statement to be able to promote themselves effectively in networking situations.

By the end of the training delegates will know how to make connections and create networks that are mutually beneficial.