

Your Leadership for Managers development programme

Programme aims

To develop your personal management/leadership skills and style in order to:

- Lead your team with compassion and inclusivity
- Direct your service creating outstanding patient experience
- Support your personal and team development goals

Programme objectives

- To better understand the role and expectations of leaders at UHBW
- To better understand the kind of leadership required to develop a compassionate and inclusive culture
- Consider and better understand your personal leadership style
- Take away personal actions that you can implement to improve your leadership and your team and patient experience

Day one: All about you

(Whole day)

Agenda

- Compassionate and Inclusive leadership
- UHBW Values & Leadership Behaviours
- Personal Impact
- Goleman leadership styles
- Personal Learning Style
- Time Management
- Wellbeing
- Inclusive Leadership
- Personal Reflection
- Action set planning

Day two: Leading your team

(half day)

Agenda

- Action sets review
- Action centred leadership
- Motivation
- Coaching
- Objective setting
- Action set planning

Day three: Working in systems

(half day)

Agenda

- Action set review
- Rapport
- Working together
- Leading change
- Review and next steps
- Action set planning

Day one, two and three are to be attended in sequence. To find available dates & to book on, please visit the Kallidus learning & development portal.
For further information please email Leadershipmanagementtraining@UHBW.NHS.UK

Customer Service champions (level 2): (2 hour workshop)

Aims:

To enable learners to understand and apply the 5 here to help principles for effective customer service at UHBW and develop a general awareness of customer service and its effect on patient/customer experience.
(Level 1 can be accessed as elearning)

Preparing for difficult staff conversations (2 hour workshop)

Aims:

To undertake a participative session enabling attendees to be more confident when preparing for and having difficult staff conversations thus achieving quality outcomes.

Leadership behaviours (1 hour workshop)

Aims:

To enable participants to demonstrate knowledge of the new leadership behaviours and be able to apply them in the workplace in line with trust expectations.

Introduction to new staff values (30 minutes workshop)

Aims:

This 30 minute session will support all participants to be able to demonstrate knowledge of the new values and be able to apply them in the workplace. In line with trust expectations in understanding and bringing the new trust values to life.

Inclusive recruitment (3.5 hour workshop)

Aims:

To prepare line managers to operate in an inclusive way enabling them to recruit the right person for their role using UHBW systems and processes.

Staff Appraisals: (2 hour workshop)

Aims:

On completion of this session participants will be able to effectively deliver high quality staff appraisals.

Motivating teams (2 hour workshop)

Aims:

To undertake a participative session enabling attendees to be more confident when leading teams and using tools to motivate themselves and others.

Prioritising (Time management) (2 hour workshop)

Aims:

On completion of this session attendees will better understand their relationship with time and be able to plan and prioritise more effectively.

To find available dates & to book your place, please visit the Kallidus learning & development portal.

For more information please email: Leadershipandmanagement@UH Bristol.nhs.uk