

Dental Advanced Management and Leadership Programme

2017



Develop your skills and gain the knowledge you need to lead, communicate and manage as a clinical director or senior dentist in the salaried primary dental service

NEGOTIATION AND HANDLING CONFLICT
PLANNING, BUSINESS CASES AND FUNDING BIDS
TEAM BASED WORKING
INFLUENCING CHANGE - WITHOUT AUTHORITY OR POWER



“ The Programme made me feel special. You developed a unique island of engagement, safety and enjoyment which facilitated learning. That was enhanced by good people appreciating development and discussion. My needs were met and I felt valued and supported. ”





About The Programme

The current policy agenda is 'more for less'. The pressure to save money whilst meeting targets is daunting, the pace is relentless and your future is unclear. New, top-down initiatives arrive on your desk every day. You are facing increasing demands to implement change and to improve performance.

Developing as a leader in this context is a personal experience. There are no shortcuts. Putting your knowledge and skills into practice and learning from that experience is at the heart of the programme.

The foundation of management development is a focus on good, sound, evidence-based management practice. That is the basis of the design of the Dental Advanced Management and Leadership Programme, which has been proven to deliver results.

The topics are core to the competencies you need to effect change in the NHS. The content has been proven to outlive the fads and fashions of short-lived management tools. It will provide you with the foundation that you need for long term success in helping to deliver high class, top quality services.

Programme Leader

Terry Dennis

After graduating in Law, Terry qualified as a chartered accountant. He then held senior financial positions with JCB and British Aerospace. He joined Deloitte Management Consultants in 1985 and established their Cardiff practice in 1988. He developed the practice into one of the leading consultancy teams in the Principality. In 1996 he joined Grant Thornton, heading up their national healthcare consultancy practice, and in 1998 he established Healthcare Alliances. His NHS consultancy experience is wide ranging and includes business cases, service development, facilitation and workshops, organisational development, performance management and benchmarking.

Summary of features

- ▶ four integrated one-day modules
- ▶ small-group based learning
- ▶ confidential, safe-learning environment
- ▶ content tailored to meet your needs
- ▶ project-based enhanced learning
- ▶ personal solutions to real, work related problems

Benefits to you

Improve your skills

Enhance teamworking
Manage change confidently
Develop services
Cope with difficult colleagues

Increase your knowledge

Needs led service delivery
Strategy and planning
Purpose and vision
Conflict resolution

Develop yourself

Reflect, consolidate & innovate
Grow as a leader
Establish personal networks
Think laterally

Module 1

Negotiation and Handling Conflict

Negotiation and conflict are major sources of stress and often have a major impact in the workplace. It leads to absenteeism, poor relationships, and increased staff turnover. It wastes time, energy and money.

We often negotiate and cope with conflict using our own preferred approach, regardless of the situation. This module will provide you with a range of tools and approaches to negotiate and deal with conflict.

Learning objectives

- ▶ Identify the different types of conflict
- ▶ Understand your preferences for negotiation and for handling and responding to conflict
- ▶ How to say "no" without offending
- ▶ Develop and practice skills for successful negotiation
- ▶ Appreciate when negotiation skills apply in the workplace
- ▶ Learn techniques to handle problem people

'It's made me realise that good communication is key'

'There are always lots of options in every scenario'

'Loads of useful and practical ideas to use immediately'

'Great to have time out to use our brains'

'Thought provoking – made me step back, reflect and think deeply about myself'

The Dental Advanced Management and Leadership Programme is accredited by CIPFA (Chartered Institute of Public Finance & Accountancy)



Delegates seeking certification need to submit a 2,000 word / 4 page paper describing how they have used the tools and techniques in the Programme to improve services.

Module 2

Planning, Business Cases and Funding Bids

This module considers the purpose and objectives of business cases and business plans, particularly how they can be used to develop services within the organisation.

The module will help you to identify, target and bid for funds.

It is based on tried and tested business planning and marketing techniques and draws extensively on practical experience.

Learning objectives

- ▶ Develop successful bids for funding
- ▶ Understand the needs of funders and stakeholders
- ▶ Appreciate the importance of matching user needs and policy
- ▶ Understand the links between inputs, outputs and outcomes
- ▶ Be able to demonstrate quantified and qualitative benefits for users
- ▶ Structure and submit a convincing and persuasive bid for funding

'The group working and the interactive exercises were excellent'

'By following the steps, bids become 'doable' and lose lots of their horror - it all seems much more possible'

'Very well delivered with good exercises'

'Very thought provoking - this has great practical value'

Module 3

Team Based Working

This module is for managers who want to develop, nurture and support high performing teams.

It is based on the principle that effective teams are made up of individuals who have different behaviours, preferences and values.

It is the recognition and harnessing of those differences that is the key to effective and long-lasting service delivery.

Learning objectives

- ▶ Greater awareness of personal team dynamics
- ▶ Appreciate the factors that influence team behaviour and performance
- ▶ Plan a development programme as a catalyst for change
- ▶ Use team diagnostic tools for role feedback and team self-awareness
- ▶ Awareness of the evidence base for the impact of team working

'It has made me think deeply and reflect on my team'

'It was excellent with the opportunity for discussion, reflection and brainstorming'

'Working through the 7 stages was excellent and thought provoking'

'Team building is fundamental to performance - and there are no quick fixes'

Are you ready to face the challenges of the new NHS?

Module 4

Influencing Change - without authority or power

The aim of this module is for delegates to learn about the characteristics of internal change projects and to practice the skills and techniques to undertake them when you have limited personal power and authority.

Learning objectives

- ▶ Develop influencing skills and competencies
- ▶ Learn the characteristics of effective persuasion
- ▶ Practice powerful ways to communicate
- ▶ Learn to build rapport & demonstrate empathy
- ▶ Increased ability to influence others
- ▶ Develop a structured approach to influencing

'Excellent exercises that gave powerful messages because of their simplicity'

'It is a relief to learn that change management can be undertaken in a less process driven format'

'I am more aware of where people are coming from and to not assume anything'

'Very thought provoking'

BDA CDS Group and NADHAT have commissioned Healthcare Alliances to deliver the Dental Advanced Management and Leadership Programme



For membership details of NADHAT please contact Margaret Galuszka on 01543 440916 or by e-mail: margaret.galuszka@ssh-tr.nhs.uk

For membership details of the BDA please contact the BDA Membership Team on 020 7563 4550

2017 Dates

Negotiation and Handling Conflict	Thursday 9 February 2017
Planning, Business Cases and Funding Bids	Thursday 9 March 2017
Team Based Working	Wednesday 17 May 2017
Influencing Change- without authority or power	Wednesday 7 June 2017

Participants

The Dental Advanced Management and Leadership Programme is designed for clinical directors and senior dentists in salaried primary dental services.

This programme, although stand alone, complements the Dental Management Programme:

www.healthcarealliances.co.uk/?DentalMP

Maximising Learning

To maximise learning we recommend that you have a live leadership issue, change process, management challenge or performance improvement project to relate the knowledge and skills developed on the programme.

Location

All modules are held in Central London.

Timings

Modules start at 9.30am and finish at 4.30pm



Pre-work

The Programme is designed for busy people; therefore, no pre-work is required.

Attendance

If delegates are unable to attend a module, they can attend the same module on next year's programme. All transfers are at the discretion of Healthcare Alliances.

A substitute is allowed at any time.

More Information

If you require more information about the Dental Advanced Management and Leadership Programme please contact:

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11 High Street,
Cowbridge CF71 7AD

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M: 07977 49 29 26

F: 01446 77 48 64

tdennis@healthcarealliances.co.uk

www.healthcarealliances.co.uk/?DentalLP

Closing Date

There is no formal closing date for applications as bookings cease to be accepted when the programme is full.

Provisional bookings can be made and will be held for two weeks. An application form must be received within that period, otherwise the place will be released.

How to book

Web: complete the online booking form at www.healthcarealliances.co.uk/?DentalLP

Email: send an email with the information below to tdennis@healthcarealliances.co.uk

Post: complete and send this form to the address below

Fax: complete and fax this form to 01446 774864

Name:

Job Title:

Department:

Organisation:.....

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Billing address:.....

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Postcode:.....

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Tel:.....

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Fax:.....

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Email:.....

(essential as all information is sent electronically)

Special Requirements:.....

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Fees

The fees for the Dental Advanced Management and Leadership Programme are £990 (plus VAT which is reclaimable).

There are no refunds if modules are not attended – but transfers and substitutes are possible – see above.

I apply for the Dental Advanced Management and Leadership Programme. I understand that my organisation will be invoiced for the cost (plus VAT which is reclaimable).

Signature.....

Date

- ▶ Fees include course materials, refreshments and lunch.
- ▶ Discounts are available for multiple bookings – please phone for details.
- ▶ An invoice will be raised on receipt of the form.

To ensure that all delegates are able to participate fully in the Programme, please let us know about any requirements you have, (such as access or diet) when you make your booking and we will do our best to assist.

Cancellation policy: a full refund is available for cancellations notified in writing or by email 14 days before the start of the programme; no refunds will be made after that date and outstanding invoices have to be settled in full.



- ▶ *This has changed my thinking about leadership and management*
- ▶ *Made me step back, reflect and think deeply about myself*
- ▶ *Exceptional – I have got ideas that I am going to implement immediately*
- ▶ *In addition to the fun, humour and networking it was good to engage with colleagues who share a common situation and perspective*

