

INTRODUCTION TO MANAGEMENT AND LEADERSHIP PROGRAMME

A four-day skills development and learning programme for salaried primary dental services

www.healthcarealliances.co.uk/?DentalMP

Principles of Management – Management, Leadership & Teams

Time Management – Meetings & the Art of Delegation

Managing Projects – Processes & Techniques

Managing Change – Approaches & Tools

Develop the skills and gain the knowledge necessary for the Dental Communication and Leadership & Management Competencies



Increase your managerial effectiveness by developing the essential skills of:

- Managing people
- Service development
- Adaptive leadership
- Balancing control & delegation
- Prioritising and focusing
- Influencing outcomes
- Processing information
- Achieving through others

“The Programme has been the most useful course I have ever been on relating to my job. Instead of talking about things in a theoretical sense it taught me how to do things in a very hands on approach.”

Principles of Management

Improving as a manager is a personal journey. You have to experience it and there are no shortcuts. This module considers the basic and essential building blocks of the role of a manager in today's NHS: administration, management, leadership, teamwork and change management. The application of different styles, models, tools and techniques is covered – including emerging thinking about managing complexity.

LEARNING OBJECTIVES

- Understand the relationships between leadership, change and management
- Appreciate the need to be flexible and self-aware
- Apply different models to the work situation
- Understand the impact of different leadership and management styles

WORKSHOP CONTENT

- Leadership and management and administration
- Traits and competencies
- Personality and behavioural models
- Myers-Briggs (MBTI)
- Preferences: orientation, data, decisions, balance
- Adaptive leadership
- Team based working

Time Management

All of us are short of time:

- too many meetings
- too much to do
- too many interruptions

This module will help you to make better use of your time.

LEARNING OBJECTIVES

- Develop skills and tactics required for running and contributing to meetings
- How to manage expectations
- Improve the handling and managing difficult people
- Learn to say “no”
- Use the Time Management Matrix
- Understand the steps involved in successful delegation

WORKSHOP CONTENT

This module starts with best practice for the activity that consumes most time - meetings. We help you to use meetings to save time, to share ideas and information and to solve problems.

The module then provides a framework for how you can analyse your time to prioritise actions and to focus on the things that matter.

Finally, we help you to develop your skills of getting things done through people - the art of delegation.



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



Managing Projects

Project Management is about managing and communicating the details, schedules, people, budgets, and performance for non-routine activities. All managers, therefore, are involved in projects – some commentators consider that management is synonymous with projects. Good project management and getting things done through other people, is a core skill of a successful manager in health and social care.

LEARNING OBJECTIVES

- How to manage a project from first principles
- Understanding the available techniques for identifying and managing risk
- Differentiating different project types: structured/flexible and large/small

WORKSHOP CONTENT

- Preparing the specification
- Planning activities
- Resources and financials
- Identifying and developing a risk management strategy
- Communication of the plan
- Delivery
- Checking, measuring, and reviewing project progress
- Project completion, post project review and benefits realisation

Managing Change

Making sense of management initiatives is difficult enough when you are busy dealing with everyday issues and resolving operational issues. It can be impossible if you do not have models and paradigms to assess the initiatives. This workshop addresses that need by covering the most important ideas of modern management thinking about insights into managing change.

LEARNING OBJECTIVES

- Appreciate change management theories
- Recognise why change is often resisted
- Apply the use of those theories in practice
- Consider different approaches to change
- Understand how to plan and evaluate change

WORKSHOP CONTENT

- Adaptive leadership
- Developing your team
- Strange resistors
- 6 phases of recovery
- Complexity adaptive systems
- Kubler-Ross Change Curve
- Transition models
- Management fashions and fads
- Haighmoor/Hawthorn experiments
- 4 + 2 formula

The *Introduction to Management and Leadership Programme* provides participants with the knowledge and skills necessary for the Dental Communication and Leadership & Management Competencies.

It is also the foundation for the four-day *Advanced Management and Leadership Programme* for Clinical Directors and Senior Dentists: www.healthcarealliances.co.uk/?DentalLP

The programme includes facilitation for each cohort to establish an action learning set





Management and Leadership Programme 2017/18

Dates & Locations

| Workshop | Date | Location |
|-------------------------------------|----------------------------|----------------|
| Principles of Management | Wednesday, 11 October 2017 | Central London |
| Time Management and Meetings | Thursday, 9 November 2017 | Central London |
| Managing Projects | Wednesday, 6 December 2017 | Central London |
| Managing Change | Wednesday, 10 January 2018 | Central London |

Booking Form *(please copy if more than one booking)*

Name: _____

Job Title: _____

Department: _____

Organisation: _____

Billing address: _____

Post code: _____ Tel: _____

Email: _____

Special Requirements: _____

Fees

The fees for the *Introduction to Management and Leadership Programme* are £990 in total for the four modules. Fees are subject to VAT. An invoice will be raised on receipt of this booking form.

When completed, please complete and post or fax this form or send the details required on this form by email to:

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 Cowbridge
 Vale of Glamorgan CF71 7AD

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 Fax: 01446 77 48 64
 Mob: 07977 49 29 26
 Email: tdennis@healthcarealliances.co.uk
 Web: www.healthcarealliances.co.uk

Cancellation policy:

- a full refund is available for cancellations notified in writing 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
- substitutes are welcome at any time
- transfers are at the discretion of Healthcare Alliances

Alternatively, you can book on-line: www.healthcarealliances.co.uk/?DentalMP