



Leadership and Management Programme for Salaried Primary Dental Services



Are you ready to face the changes in the new NHS?

BDA CDS Group and NADHAT have jointly commissioned **Healthcare Alliances** to deliver a management programme to prepare you for the challenges ahead including:

- Competitive tendering
- Business planning
- Financial management
- Service improvement
- Managing change
- Models of healthcare
- Market forces
- Performance management
- Strategic planning
- Risk management

The seven day programme starts and ends with two-day residential modules in Stratford upon Avon. These will help participants to form a clinical network. There are also three one-day modules held in central London.





Features

- a bespoke leadership and management development programme for salaried primary dental services
- 7 days, 2 residential modules
- all inclusive price per delegate to include delivery, material and accommodation
- cohort based – maximum 12 delegates
- CIPFA certification
- provided by Healthcare Alliances, a training and management consultancy specialising in the NHS
- based on a work related project
- facilitation to establish a clinical network / action learning set



Programme Leaders

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.

Phil Barden

Phil Barden has been an adviser to the Policy Support Group of the Cabinet Office and has special expertise in scenario planning and risk management. He has worked on performance management and performance evaluation throughout the public and private sectors.



Objectives

The aim is to increase the leadership and management skills and personal effectiveness of the participants through:

- Leading change successfully
- Performance management
- Financial management
- Responding to invitations to tender for services
- Enhanced teamworking
- Developing resilience
- Realising leadership potential
- Improving personal performance
- Utilising modern performance management tools
- Improving quality of services
- Developing lifelong skills

Programme

Module / Title Length	Content	Leader
1 2 days Foundations of Management	<p>Day 1: The Principles of Leadership and Management: People & Relationships</p> <ul style="list-style-type: none"> • Leadership and management • Traits and competencies • Personality and behavioural models • Adaptive leadership • Managing change: resistors and attractors <p>Day 2: Negotiation and Handling Conflict</p> <ul style="list-style-type: none"> • Effective communication • Reflective listening and assertion • Dealing with aggressive behaviour • Understanding other peoples' perspectives • Building commitment • Elements of successful negotiation • Type of conflict • Your conflict handling preferences 	Terry Dennis
2 1 day Principles of Performance Management	<ul style="list-style-type: none"> • Linking strategy with performance • Matching organisational objectives and care outcomes • Theory of Constraints • Performance management systems • Balanced Scorecards • KPIs 	Phil Barden
3 1 day Responding to Tenders: Writing Bids	<ul style="list-style-type: none"> • Tenders and business cases • Demonstrating benefits • Involving users • Pitching it to purchasers / commissioners • Structuring, order and content • Style and readability • Focus and balance • Preparing the response: process, roles, structure, quality 	Terry Dennis
4 1 day Building High Performing Teams	<ul style="list-style-type: none"> • Developing a team working culture • Team targets, monitoring, and evaluation • Developing autonomous teams • Improving performance through team empowerment 	Terry Dennis
5 2 days Financial Management in the New NHS	<ul style="list-style-type: none"> • Financing health care • Where the money is spent - money following patients • Future financial models - biting bullets • Financial governance and financial failure • Value, waste, cost, capacity, improvement • Budgeting in the new NHS 	Noel Plumridge
Influencing Change—from the inside	<ul style="list-style-type: none"> • Responding to needs • Individual reflection on delegate's own projects • Stakeholder agreement • Relationship building • Tools and techniques: the 3D model, GOSPA, etc • Frameworks: structure & data • Analysing information, structuring findings and testing solutions • Difficult situations 	Terry Dennis





Dates, Booking and Contact Details

The dates and booking details are on the enclosed booking form.

If this is missing please contact:

Terry Dennis

Healthcare Alliances
Britannia House
11 High Street
Cowbridge CF71 7AD

Tel: 01446 77 48 64

Fax: 01446 77 48 64

Mob: 07977 49 29 26

Email: bda-cds@healthcarealliances.co.uk

Alternatively, you can access all the details on the web site, where you can also book on-line.

www.healthcarealliances.co.uk/?Dental

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

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



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Dates and Locations

The 1st and 5th modules are held in Stratford upon Avon; the 2nd, 3rd and 4th modules are held in central London

Module	Title	Dates
1	Foundations of Management: Leadership, People, Negotiation and Handling Conflict	Tuesday & Wednesday, 27 & 28 April 2010 (Stratford)
2	Principles of Performance Management	Tuesday, 18 May 2010 (London)
3	Responding to Tenders: Writing Bids	Tuesday, 22 June 2010 (London)
4	Building High Performing Teams	Tuesday, 28 September 2010 (London)
5	Financial Management in the New NHS Influencing Change – from the inside	Tuesday & Wednesday, 19 & 20 October 2010 (Stratford)

Fees

Please tick one

BDA and NADHAT Members £2,100 (note applicants must be members of both)
Non Members £2,600

The fees include the residential costs of the 1st and 5th modules and all materials. Bookings are not accepted for individual modules. Fees are subject to VAT. An invoice will be raised on receipt of this booking form.

Delegate Details

Name: _____

Job Title: _____

Department: _____

Organisation: _____

Address: _____

Post code: _____

Tel: _____

Email: _____

Special Requirements: _____

Please return the form to:

Terry Dennis, Healthcare Alliances, Britannia House, 11 High Street, Cowbridge CF71 7AD

Tel: 01446 77 48 64 Fax: 01446 77 48 64 Mob: 07977 49 29 26

Email: bda-cds@healthcarealliances.co.uk

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www.healthcarealliances.co.uk/?Dental

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
- substitutes are welcome at any time
- transfers to other programmes are at the discretion of Healthcare Alliances

Membership

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

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