



Managing Challenging Circumstances

3 external CPD points

Learning and discussion – 2.5 hour interactive webinar session

We are living in turbulent times and in what can only be described as a VUCA (Volatile; Uncertain; Complex; Ambiguous):-

The webinar focuses on

- How to be assertive in challenging times
- Staying in control – the circle of concern
- Applying situational leadership
- Understanding change
- A 10-15 minute Q&A session (unrecorded) to deal with personal issues and challenges

5 mins	<ul style="list-style-type: none"> • Aims and objectives • Timings • Introductions
30 mins	<ul style="list-style-type: none"> • What can we do to be the best we can for ourselves and for others during this time? • How to be assertive in Challenging times • Look at ways to maintain an assertive approach when working in a challenging environment when everyone around is under the same pressure as you • Passive / Aggressive / Assertive: using scenarios
30 mins	<ul style="list-style-type: none"> • Staying in Control - The Circle of Concern • How to invest energy in the things we can have an impact on
10 mins	Coffee Break
30 mins	<ul style="list-style-type: none"> • Leading without authority • Looking at Situational leadership and the need to step up direct leadership in turbulent times
30 mins	<ul style="list-style-type: none"> • Change • Riding the change curve • Action Planning
10 mins	<ul style="list-style-type: none"> • Q & A
5 mins	<ul style="list-style-type: none"> • Review and what next?

To book or enquire about this programme please contact us

t: 01189 036363

e: info@miadhealthcare.com

w: www.miadhealthcare.com