



Leadership Programmes

Clinical Leads and Clinical Directors

Module A:

Senior Clinical leaders in the NHS work in a challenging and often stressful, environment. The pressures endured by senior leaders is arguably more acute in health care than any other. Few professions come under such close scrutiny and accountability for their decisions, and they need to be resilient in the face of pressure and persuasive with colleagues. This one-day module covers the skills of personal resilience, influential communications and handling conflict effectively.

Objectives: To enable participants to:

- Manage their own state and build skills of resilience
- Develop and practise the skills of assertiveness as a senior leader
- Understand various models for influence and practice applying these skills to typical situations (Merrill Reid and 3D's models)
- Managing Conflict appropriately and positively (Thomas Kilmann model)

Module B:

Senior Clinical leaders in the NHS know that success depends on their abilities and skills to direct, motivate and lead others. Planning, problem solving and decision making are a part of the every day. High standards, clear boundaries and excellent communication are essential. This one-day module covers the skills required by senior leaders to develop clear clinical and business plans and deal with complex problems in a logical and effective manner. It also covers how to use appraisal and performance management to get the best out of their teams

Objectives: To enable participants to:

- Understand the NHS approach to business planning
- Follow models for problem solving and decision making
- Understand how to set clear challenging goals
- Conduct effective performance management discussions
- Provide feedback to colleagues
- Manage the appraisal process