

Developing Healthcare Leaders

Clinical Support Workers Line Managers Development Program



LEADERSHIP



WELLBEING



ENGAGEMENT

Overview

The program has been developed for line Managers of clinical support workers and is fully aligned with the principles and practices of the successful Developing Healthcare Talent program for HSW.

Purpose:

- Develop an effective and inspiring management and leadership approach
- Learn innovative, proactive practices and expand core skills & competencies

Outcome:

With **minimum demand on their time**, participants are able to relate to themselves, the people around them, and their environment differently, **developing their mindset** and **embracing the leadership role**.



SESSION CONTENT

The first few weeks are about offering participants a unique personal and professional **learning experience**, expanding foundational leadership skills within their management role. From developing **mindset** and understanding what influences our experience, to **active listening** and **effective enquiry**.

1

The second part of the program focuses on applying **advanced communication skills** and new understanding of relatedness to practical leadership practices, from **coaching style conversations** and the centrality of **self-awareness**, to **compassionate leadership** and creative communication strategies.

2





Our Approach

The Talent for Care journey is based upon **experiential learning** with **peer support** and **reflective practice**, all underpinned by **narrative transformation** as our core methodology.



**COACHING STYLE
FACILITATION**



**PEER TO PEER
DISCUSSION**

Experiential learning focuses on the *process of learning* rather than just on the learning outcomes.

The measure of success for experiential learning goes beyond the acquisition of new knowledge, towards achieving **behavioural change** and **transformation**.

The combination of these key elements is what makes our Programs unique, engaging and effective.

Participant Feedback

Developing Healthcare Leaders program participants, May – Nov 2023

We ask all participants for their consent to share their anonymised feedback.

'informative and **out of the box** thinking'

'It has been **insightful** and **interactive**'

'The whole program has **impacted me for the better**. I'm a **better listener**, I better understand my biases and other people's perspective.'

'its provided me with **time and space to reflect and focus** on me as a leader – its been thought provoking and therapeutic in a way and I have **enjoyed the coaching/guided style** that encourages us to think and express our views or contemplations'

'The course tutors have been very **supportive** and **welcoming**. It has felt like a **safe environment** where I can be open and honest without judgement. [...] It has been nice to be encouraged to be reflective and to have a **setting that encourages growth**. I felt that [the facilitation team] really cared about how we progressed through the course. Most of all I have learnt: Giving up the need to be right!'

'It's been an **amazing** eye and **mind opening experience**'

'**Would recommend** to others. Thoroughly enjoyed it.'



an opportunity to

- ✓ Feel valued
- ✓ Pause and reflect
- ✓ Connect with colleagues
- ✓ Be heard and hear others
- ✓ Enquire about new ways of thinking
- ✓ Link theory and learning to ongoing practice
- ✓ Be part of an inclusive, collaborative community



Program Framework (page 1)

Session	Theme	Content	Outcomes
1:1 Welcome call	Onboarding	For all CSW managers, -clarity about commitment to and structure of the Program. Briefing about material and methodology. Setting-up for orientation session	Getting related, listening, sharing, creating trust & connection, clarity around expectations. Setting personal goals as outcomes for each participant
1	Welcome & orientation to the Program Being on the Program	Introductions and setting up the Program. Reflections on the pre-course and introduction to the methodology foundational to the Program. Time with practice partner for all CSW managers	Getting related, creating partnership with Program practice partners, trust, listening, acknowledgement. Creating sense of being valued and heard. Creating the space for participants to connect with colleagues and reflect together on leadership
2	Mindset and embracing the leadership role Listening and Responding	Our mechanism of creating perception, meaning and understanding - Neuroscience and the latest thinking and understanding of how our natural reactive responses can influence and impact our experience, in the context of managing, leading and beyond	An opportunity to engage in a conversation about the fundamentals of being human and the factors that influence everything. Insight & new thinking/understanding about self and how this could transform our response functions. Connection to our personal values & beliefs and how these shape our experience and are fundamental in the leadership role
3	Relatedness, Collaboration & Cooperation	Understanding self, others, team cohesion, and expanding our capacity to create and work in partnership. Identifying and nurturing critical relationships	Understanding diversity and how relatedness is foundational to all achievement. How we can influence our personal sense of belonging and inclusion. Supporting others to create this for themselves



Program Framework (page 2)

Session	Theme	Content	Outcomes
4	Conversational skills for leadership	Awareness of biases, motivated reasoning, listening & questioning. Challenging and difficult conversations. How we can have much more influence than we previously believed. Coaching style conversation practice and specific applications for CSW managers	A new way to see/think and understand challenge in situations that are about circumstances or people. How our ability to enquire and ask powerful questions can make a difference, often giving positive or even surprising and unexpected outcomes. Coaching style conversations to promote positive & creative relationships which directly impact our ability to delegate, positively support others, resolving difficult or stuck situations. Creating a culture of recognition, acknowledgement & praise for our colleagues and teams
5	Qualities of leadership practice	Linking theory to practice: recognising the centrality of self-awareness (e.g. trust, generosity, curiosity, acceptance, affinity, acknowledgement, resilience); time to reflect. Awareness of wellbeing of ourselves and others	New practices for everyday life that promote desired outcomes and impacts who we are as leaders and our positive and creative influence in our working environment. Bringing enquiry to mental wellbeing for ourselves and our colleagues
6	Integrating new learning in practical engagements	Adopting the new learning in engagements such as appraisals, supervision, induction processes and in all CSW management and support activities	Practicing new experiential understanding in conversations which are inspiring, creative and generative with colleagues and teams. Using these practical experiences as tools that make a real difference for people



Time Commitment

	Commitment	with	How often	How long
	Welcome Call	TfC Team member	1 pre-Program	½ hour
	Interactive Sessions	Cohort [on MS Teams]	6 Program sessions	1.5 hour each
	Meeting & Bridging Assignment	Practice Group	5 (weekly in between session)	> ¾ hour
	Reflective Practice	[on your own]	5 (weekly) & ongoing	> ½ hour
		Average: 1hr 15 per week	Total time	>15 hours

Register your interest

If you are interested in registering for the **Developing Healthcare Leaders** Program,

- Contact your line manager
- Complete the expression of interest form
- The Talent for Care Team will contact you to complete your registration process and welcome you aboard

