

## Programme Details

### Aim

To arm junior managers who work in a healthcare environment with the skills and supporting theory that will help them perform well in their role.

### Audience

- Staff who are in a role that carries responsibility for other staff or important resources.
- Newly appointed junior or supervisory managers or team leaders.
- Existing managers, supervisors or team leaders who require training or refresher training.
- Staff who have the potential to develop and move into managerial or leadership roles in the future.

### Duration

Four, one-day, training and teaching events over the course of 12 months.  
To allow flexibility study days can be attended in any order and will be available on a rolling basis annually.

### Main Topics

- **Leadership:**
  - Introduction to theory and practice
  - Team management
  - Delegation
  - Communication
- **Management and Personal Skills:**
  - Personal Organisation
    - Task/project management
    - Time management
    - Stress management
    - Career management
  - Decision Making
    - Introduction to strategy
  - Problem solving
- **Health and Social Care:**
  - Organisations and roles
  - Legislation
  - Contracts
  - Finance
- **Financial Management:**
  - Accounts
  - Budgets
  - Cash
- Fraud prevention
- Insurance matters
  - Clinical
  - Non-clinical
- **Human Resources:**
  - Legislation
  - Appraisals and performance management
    - Dealing with challenging individuals
  - Contracts
  - Interviews
  - Policies
- **Facilities and Asset Management:**
  - Maintenance systems
  - Legislation
- **Legislation and Regulation:**
  - Health and Safety at Work
    - COSHH
  - CQC
  - Data protection and confidentiality
    - Clinical records
    - HR records
    - Financial records
- HMRC/VAT
- Children and the vulnerable
- **Business Organisation and Law:**
  - Theory
  - Legal forms and types
  - Contracts, legal deeds and agreements
  - Culture and Structure
  - Communication and Marketing
    - PR and Media
    - Significant events and complaints
  - Security and business continuity
- **Technology and IT systems:**
  - Clinical Systems and software
  - Business Systems and software
  - Telephony and patient on-line communications
  - Ownership and relevant legislation
  - Technology and Innovation
- **Innovation and Change:**
  - Change management
  - Project management
  - Creativity tools

### Assessment (for Endorsed Programme)

- A personal SWOT analysis in light of the subject matter learnt on the course, covering all the main topic areas of the programme, to include a 1500 word analysis and reflection detailing personal objectives set as a result.
- To be submitted within four weeks of the final study day.

### What's Included?

- ✓ Four study days, with buffet lunch and refreshments provided
- ✓ ILM certificate upon completion
- ✓ One year of ILM membership, which provides access to ILM online resources, support and events

## Schedule Overview

Order of topics may be subject to change

Day One
Organisational Theory/Business Organisation
HR Legislation and Policies
Health and Care Organisations and Roles
Team Management
Time Management
Health and Safety Legislation
Cash Handling and Fraud Prevention
Change Management
Problem Solving

Day Two
Leadership Theory
Decision Making
Accounting Basics
Appraisals and Performance Management
Facilities and Asset Management
Project Management
Data Protection and Confidentiality
CQC and Regulation
Organisational Cultures and Structures

Day Three
Contracts, Deeds and Agreements
Children and the Vulnerable
Budget Basics
Interviews
Delegation
Insurances – Clinical and Others
Telephony, Online Systems and Patient Access Systems
Clinical and Business IT Systems
Business Continuity and Security

Day Four
Communication, Task and Project Management
Health and Social Care Contracts and Legislation
NHS and Care Finance
Staff Contracts
Stress Management
Communication, Marketing, Media and PR
Complaints and Significant Events
Technology and Innovation
Career Management

### Continuous Improvement and Feedback

Attendees are encouraged to give open and constructive feedback on content and suggestions for improvement. Feedback and requests to be reviewed for future sessions and adaptations made where appropriate.

### Policies

Related policies can be found internally in: Z:\ POLICIES & PROTOCOLS\ HAXBY GROUP TRAINING POLICIES and are available on request. ILM policies can be found on: <https://www.i-l-m.com/trainers-and-centres/customer-handbook/policies>

## Enrolment Form

To enrol on the Leadership and Management Development Programme please complete your details below and sign, following discussion and agreement with your line manager. Your details will be used to enrol you on ILM's secure IT system. You will be awarded a certificate from ILM upon successful completion of the course.

Candidate Details:	
Full Name (as you would like it to appear on your certificate)	
Email Address	Role/ Job Title
Date of Birth	Gender (for equality monitoring)
Signature	Date

To be completed by Line Manager:	
<p>Following discussion please indicate whether the candidate will be enrolling on the endorsed (assessed) or development (non-assessed) version of the course. The endorsed version includes an assignment at the end, the development version does not, study days will be the same for both. <b><u>Once the candidate is enrolled this cannot be changed.</u></b> Candidates must attend all four study days to complete the course, and pass the assignment in the case of the endorsed version. Candidates will receive the relevant certificate from ILM upon successful completion. If a study day is missed it can be attended in the following year.</p>	
<input type="checkbox"/> Endorsed (assessed) - £745 pp	<input type="checkbox"/> Development (non-assessed) - £695 pp
Name	Role/ Job Title
Signature	Date
For office use only – Enrolment Number:	