

Developing Healthcare Managers

Aged Care Staff Training & Development

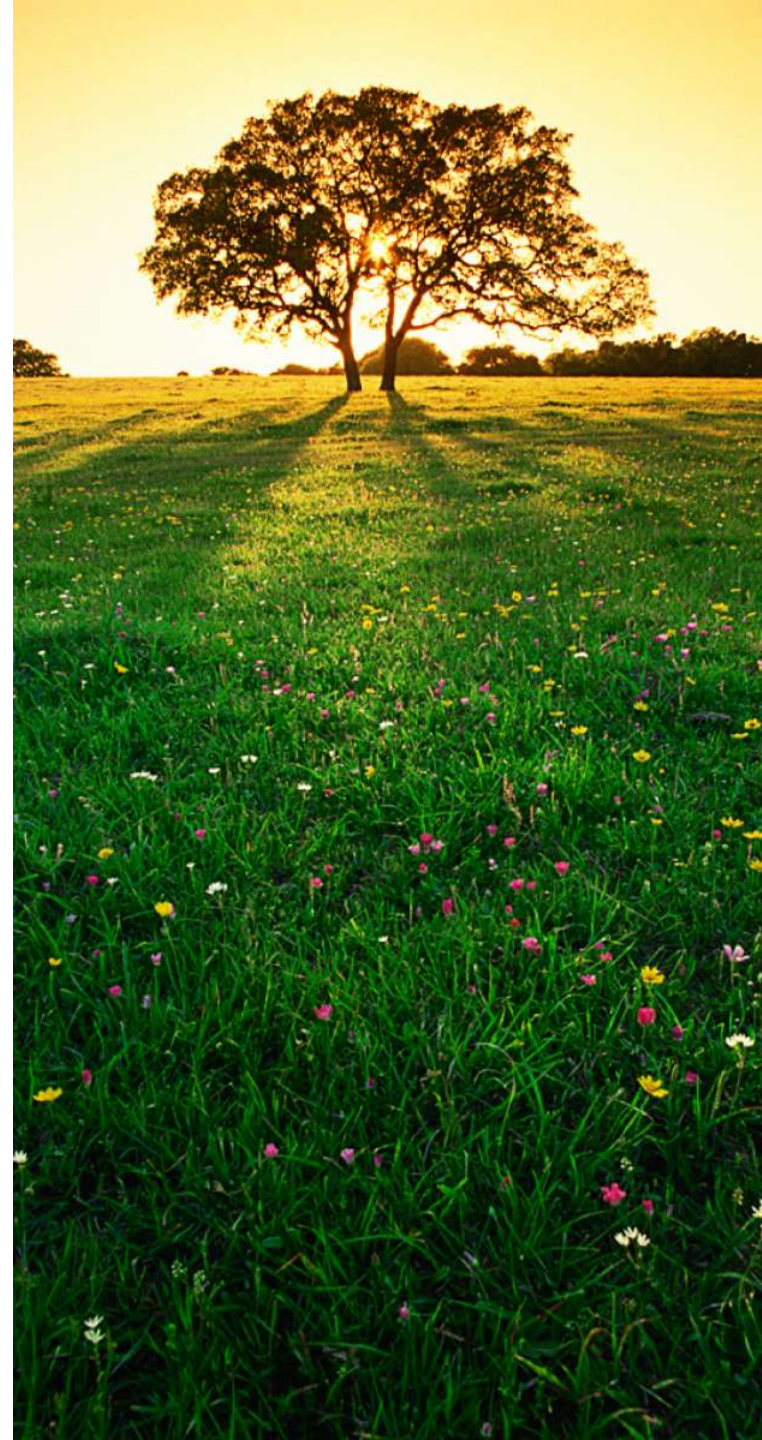
Background:

Successful organisations do not just *happen* – and they do not just *stay* successful. They are made up of individually successful people who do the right things at the right time in the right circumstances. The managers of these organisations are leaders who work with their people to create clear direction and vision, build effective teams, focus on customer needs, and practice sound business management.

In a healthcare context, in which managers are often promoted from within the ranks of clinical and carer staff, the need for development of core competencies related to the managerial functions of their roles is often overlooked.

A management skills development program for nursing staff, team leaders and corporate positions, to up-skill new and existing managers and supervisors, can have a significant impact on productivity, staff retention and quality of care.

The aim of this program is to develop personal, interpersonal and supervisory skills to enable RNs, EENs, team leaders and healthcare managers to effectively manage, as well as to operate within, health teams and the multi-disciplinary roles within them.



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Course Content:

This program consists of ten (10) modules designed to offer participants a broad scope of supervisory and managerial skills to enhance their effectiveness as both leaders and team players in a healthcare context. From understanding their supervisory role and responsibilities, to building teaming, leadership and communication skills, to actively championing a customer service culture and supporting organisational change, this program seeks to develop participants in order to foster the individual, workgroup and cultural needs and outcomes of your organisation.

Module 1	The Professional Supervisor	Module 6	Coaching – a leadership skill
Module 2	Leadership skills	Module 7	Feedback & Performance Management
Module 3	Teaming	Module 8	Delegation & Conflict Resolution
Module 4	Effective Communication	Module 9	Time Management
Module 5	Managing Change	Module 10	Critical Elements of Customer Service

Learning Outcomes:

This dynamic and interactive, outcomes focused series of workshops builds on conventional models to develop a range of practical strategies that participants can immediately put into practice in the workplace. The results can include enhanced supervisory competence, improved staff morale and retention, and development of an organisational culture that leads to greater productivity and adapts more readily to organisational change. This program is aimed squarely at these outcomes. Applicable to all levels of managers and supervisors engaged in healthcare and aged care service delivery.

Duration:

'Developing Healthcare Managers' can be delivered on a daily, weekly or monthly basis, spanning 10 sessions for all modules. Each module can be delivered in a half day, full day or multi-day session.

Investment:

The total workshop curriculum is modular to allow for restructure or rearrangement as you see fit. Almost all areas of the program can be customized to your requirements. Please call for an obligation-free quote.