



Target Audience

Managers across a range of Housing, Health and Social Care settings who have a responsibility for leading teams within the organisation.

This course will support managers to develop their leadership skills and abilities. During the course, managers will analyse their own leadership styles and the impact these can have on themselves and others within their staff teams. Good leadership requires deep human qualities, beyond conventional notions of authority, and to become a good leader managers need to have the required attitudes and behaviours that demonstrate their ability to lead their teams and organisations to a high standard.

Managers will explore the subject of Emotional Intelligence and understand how their behaviour within a senior role can impact on others. They will also explore how Emotional Intelligence supports the development of a more effective leader.

The course will support managers to develop skills in understanding the importance of innovation and change, by explaining to managers why we need change within the organisation. We will explore how to propose innovative solutions to improve organisational performance, including assessing opportunities for innovation, ranges of techniques to generate innovative options and the leadership skills required to lead innovation and change.

Managers will also explore how to lead and manage change within their organisation by creating a change management plan, and ways to implement the change within the management plan and monitor the progress against agreed targets.

During the course managers will be supported to understand how a business plan is structured, when it is appropriate to write one, and how it is linked to the overall business strategy. Along with the implementation of the plan, the whole team will need to work alongside the plan to gain outstanding results.

Finally, managers will learn how to use negotiation skills, including body language, communication and listening skills, in order to encourage a positive outcome to take business ideas forward, and supporting them on how to deal with difficult negotiation situations. The managers will gain an understanding of the importance of influencing without authority and how to utilise these skills to help drive the business forward.

This course is delivered using a range of methods and resources including:

- ◆ Live tutor facilitation, questionnaires, interactive polls, video and scenarios for breakout groups, questioning and participation and an end of session assessment.

This course has been developed and mapped to current occupational standards, qualification frameworks and the following documents and resources:

- ◆ Developing People – Improving Care – A national framework for action on improvement and leadership development in NHS-funded services
- ◆ Chartered Management Institute – Module 3 – Performance Leadership
- ◆ The Leadership Qualities Framework
- ◆ ILM level 5 Managing Improvement
- ◆ ILM Leading Innovation and Change
- ◆ Manage Business Redesign in Health and Social Care or Children and Young People's Services



Course Content

- ◆ Understanding leadership
- ◆ Assessing own leadership styles
- ◆ Implications of own leadership styles for self and others
- ◆ Leadership behaviours
- ◆ Assess own leadership behaviours and the factors that determine good leadership
- ◆ Develop own leadership styles and behaviours to become a more effective leader

Learning Outcomes

After attending this course, learners will be able to:

- ◆ Explain what is meant by leadership
- ◆ Assess own leadership styles
- ◆ Explain the implications of own leadership styles for self and others
- ◆ Describe leadership behaviours
- ◆ Assess own leadership behaviours and the factors that determine good leadership
- ◆ Develop own leadership styles and behaviours to become a more effective leader

Duration: 7 Hours