



Target Audience

Managers across a range of Housing, Health and Social Care settings.

Real-life examples from managers of organisations rated 'good' and 'outstanding' are used to show what is needed to achieve and sustain high standards to deliver high-quality, person-centred care. This course will support learners to gain a very clear understanding of what well-led looks like and the impact of being able to lead high performance teams to find solutions to improve the quality of care.

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

- ◆ Face to Face tutor facilitation, questionnaires, interactive polls, questioning and participation and an end of module assessment.

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

- ◆ The Leadership Qualities Framework

Course Content

- ◆ Understanding your own team
- ◆ The characteristics of high performing teams
- ◆ Leading high performing teams
- ◆ Managing performance
- ◆ Having courageous conversations

Learning Outcomes

After attending this day, learners will be able to:

- ◆ Describe how to understand your own team
- ◆ List the characteristics of high performing teams
- ◆ Explain how to lead a high performing team
- ◆ Explain how to manage your own and your team's performance
- ◆ Describe how to have courageous conversations

Duration: 7 Hours