



## Target Audience

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Well led is a highly engaging, interactive strategic leadership programme aimed at service and senior managers within care and support services.

By attending the programme, you will not only be able to understand your own current leadership capabilities, but you will also learn how to develop these further to ensure improved personal performance.

You will learn strategies to build the high performing teams that all successful businesses need to nurture, in order to achieve their organisational strategic goals and aims.

You will work through your own action plans for quality improvements, firstly fully understanding where you currently are and then benchmarking where you need to go to ensure the highest level of quality and outstanding care practice.

Finally, we will take you through how to build a business that is sustainable now and in to the future by understanding market drivers, by driving your business in the right direction, building the right networks and ensuring the skills of your team can meet the market demands.

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

- ◆ Live tutor facilitation, questionnaires, interactive polls, 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:**

- ◆ Leadership Qualities Framework

## Module 1: Good Leadership in Adult Care – (Looking Inwards and Knowing Yourself)

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- ◆ Understand and describe what great leadership is and the behaviours you need to demonstrate to be a great Leader
- ◆ Explore different leadership styles and understand how you can use them in your leadership.
- ◆ Explore the 5 Levels of Leadership model to understand the leader you are, how you are perceived by others and why they would follow you
- ◆ Discuss the importance of vision and purpose and explore how you can use them to inspire your people and those you lead
- ◆ Understand and explain the importance of values and how you can promote them to create the right culture
- ◆ Develop your emotional intelligence and a leadership mindset so that you can be more resilient and lead through barriers and challenges

## Module 2: Leading High Performing Teams (Looking Sideways – Knowing and Building your Team)

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- ◆ Understand and describe the characteristics of groups and teams and why they are important
- ◆ Assess your own teams' performance and understand where team performance can improve
- ◆ Explore strategies for developing groups and teams, overcoming barriers and leading them to high performance
- ◆ Discuss and explore techniques for maintaining and improving consistency and performance
- ◆ Understand the importance and impact of working beyond the team and collaborating with other teams and leaders



## Module 3: Leading Successful Services (Looking Around and Quality Improving)

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- ◆ Understand and describe what is required to lead a successful service
- ◆ Determine the difference between quality assurance and quality improvement and why they are both important
- ◆ Explore the systems and processes for quality assurance and quality improvement
- ◆ Discuss the importance of benchmarking and gap analysis and explore how they can be used to drive service ratings
- ◆ Explore the impact of action planning on quality improvements and how to lead improvement plans with individuals and teams
- ◆ Understand how to use action centred leadership as a way to lead projects and drive improvement

## Module 4: Driving Business Performance (Looking Outwards and Developing the Business)

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- ◆ Explore and understand the market both locally and nationally and the impact they have on your service and business decisions
- ◆ Discuss and explore the importance of innovation when business planning and how you can ensure your plan is fit for purpose
- ◆ Understand how business and operational plans work and how to deliver them successfully ensuring targets are measured and achieved
- ◆ Discuss and explore the importance of your brand and building your network and the impact it has on successfully promoting your service

**Duration: 4 Days**