Leadership Development Programme

“Managing an Excellent Service”
Workshops

Quality conversations for managers

September 2016 – March 2017
The Managing an Excellent Service Workshops form part of the Southport & Ormskirk Way Leadership Development Programme. The workshops in this strand are designed to support the organisational development of Southport & Ormskirk Hospital NHS Trust and are targeted at anyone that has responsibility for managing or supervising others and is seen as being a leader.

Workshop: Quality Conversations for Managers

The changing context in the public sector and increasing demands require a significant change in ways of working and the way that services are delivered including the need to do more with less and deliver efficiencies. There is the potential for this pressure to impact on individuals’ behaviour in an unproductive way, ultimately affecting their performance and relationships with those around them. We often hear that people are our greatest asset but what happens when you come across unproductive behaviours in the workplace? What are we doing to make sure we get the best out of people and maximise performance?

The aim of this workshop is to equip managers with the skills and behaviours to feel more confident in dealing with difficult conversations as well as exploring the concept of coaching and developing the skills to engage in healthy conversations, develop personal responsibility in others and maximise their potential.

Developing these skills will help managers deliver your future ambitions and challenges and will support your managers in terms of their ability to:

- Consider what the barriers are to having difficult conversations
- Be aware of emotional intelligence and how to manage their emotions and confidence
- Handle other people’s emotions
- Give timely and effective feedback
- Practice a coaching style of conversation
- Discuss how coaching supports performance and maximises potential
- Explore coaching models, the spectrum of coaching skills and the process of coaching
Meet Beth

Beth Pipe, Associate North West Employers

Beth is a hardworking, creative and motivated freelance writer and learning & development consultant. She has a proven ability to build robust, credible working partnerships across organisations, including board/senior partner level.

Beth is a business skills trainer with a difference who combines a life of delivering high energy engaging training courses for a range of clients from the legal and public sectors with life as an author writer, hiker and blogger.

Beth is also an accomplished public speaker and represented Lexis Nexis in the Practice Management Theatre at LegalEx 2015.

Venues

Southport:
Clinical Education Centre, Southport & Formby District General Hospital, Town Lane Kew, Southport, PR8 6PN

Ormskirk:
Education Centre, Ormskirk & District General Hospital, Wigan Road, Ormskirk, L39 2AZ

Workshop Dates – Quality Conversations for Managers

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<thead>
<tr>
<th>Venue</th>
<th>Date</th>
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<tbody>
<tr>
<td>Southport</td>
<td>29th September 2016</td>
</tr>
<tr>
<td>Southport</td>
<td>3rd November 2016</td>
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<tr>
<td>Ormskirk</td>
<td>27th January 2017</td>
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<td>Ormskirk</td>
<td>10th March 2017</td>
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All sessions will run from 9:30am to 4:30pm

For further information contact:

The Training Department
Ormskirk Education Centre

Bookings

To book your place on this programme please:
Email: soh-fr.training@nhs.net
Call: 01695 65 (6214)