

Professional Learning and Development Programme 2014 – 2015



Sharing skills, knowledge and expertise

The National Skills Academy for Health is working with key delivery partners to help healthcare employers across the UK improve the capability, efficiency and capacity of their workforce.

How do we do this? We develop and carry out sector-leading training programmes and workshops that strengthen participants' non-clinical skills and knowledge.

From learning how to resolve conflicts to mentoring people, our training programmes all share the same ambition: to tackle today's biggest healthcare workforce issues, whilst enhancing the quality, support and consistency of patient care nationwide.

How can we help?

With our extensive selection of programmes and workshops, healthcare organisations can meet the challenges that have been identified as key to providing high-quality patient outcomes.

Flexibility is crucial. During the day we focus on each organisation's problems and goals, creating tailored programmes that align with your needs – and the varying, unique requirements of your workforce.

Led by health and social care management and leadership experts, our programmes encourage participants to understand how they can help their organisation improve patient care and outcomes – and, of equal importance, provide them with practical tools to make positive, lasting changes in their day-to-day work.



'Excellent content and discussions'



'I will spend more time considering culture and ethics'

An overview of our programmes

In this brochure, you will find more information about our training programmes and workshops, including information around accreditation, key outcomes and costs.

Bespoke training & development

We can create specific training and development options that fit around the needs of your organisation.

[Click here to find out more](#)

Bookings

To secure your place, please contact a member of the National Skills Academy for Health Team on 020 7391 7173 or email training@nsahealth.org.uk.

Booking in more than one person or workshop?

The National Skills Academy for Health is a not for profit organisation and our prices aren't set to make a profit.

However, if you're booking multiple participants or workshops, we may be able to offer discounts, as volume bookings can often reduce our administration costs.

Please contact us on 020 7391 7173 to find out more.

Programmes

Hint: You can click these links

Our 2014 autumn programmes

- ▶ [Developing a value-based culture in healthcare](#)
- ▶ [Patients as leaders](#)
- ▶ [Getting the best from your people](#)
- ▶ [Enhancing dementia awareness in your organisation](#)
- ▶ [Conflict resolution](#)
- ▶ [Coaching skills to improve patient outcomes](#)
- ▶ [Mentoring people in a healthcare setting](#)
- ▶ [Challenging the silo mentality](#)
- ▶ [Working with others to develop and deliver integrated care strategies](#)

Accredited programmes

- ▶ [Level 2 Certificate in Team Leading](#)
- ▶ [Level 3 Certificate in Leadership and Management](#)
- ▶ [Level 5 Certificate in Leadership and Management](#)
- ▶ [Level 5 Certificate and Diploma in Coaching and Mentoring](#)

Our 2015 programmes

We are constantly working with employers to understand the current and future skills needs of the health and care sectors.

As a result, we are developing programmes and workshops based on these themes, ready for launch in 2015:

- ▶ [Working in a team and supporting team effectiveness](#)
- ▶ [Providing excellent customer service](#)
- ▶ [Performance and talent management](#)
- ▶ [Ensuring your organisation meets equality and diversity requirements](#)
- ▶ [Managing difficult behaviours and difficult conversations](#)
- ▶ [Safeguarding](#)

Developing a value-based culture in healthcare

Value-based care is now a major priority for the UK's health sector, supporting decision-making within a framework of shared values.

Every organisation has its own values and fundamental beliefs that drive actions, behaviours, attitudes and norms. However, achieving a shared and consistent understanding of these values – and making sure they have the expected impact on performance and behaviour – is an ongoing challenge.

This one-day workshop will support you to develop a value-based culture in your organisation. It will equip you with practical tools to review and evaluate the culture in your organisation, while developing action plans to implement best-practice.

Key aims and outcomes

Describe the values that promote effective healthcare

Identify key cultural factors in providing value-based services

Review elements of your organisational culture that affect performance and behaviour

Develop an action plan to enhance your organisational culture to support value-based care

Who is this workshop for?

Anyone who provides or influences patient care – particularly those with management responsibility, leaders and those who have an influence on culture at all levels of an organisation.

6th November 2014 / London

22nd January 2015 / Mid/North TBC

£275
per person

NSA Health Members: £247.50 per person

This workshop offers a solid understanding of value-based care. However, it is one of three workshops that have maximum impact when taken as a complete programme, helping to provide an all-encompassing set of perspectives and options that can improve patient outcomes.

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If you book this workshop along with **Patients as leaders** and **Getting the best from your people**, you will receive a further £100 discount off the total

Patients as leaders

Patient leaders are people from a wide range of backgrounds and include service users, patients and carers. They are people with the desire, drive, knowledge and skill to lead change in our health and care sectors to ensure that patients have a voice and a choice in how services are delivered. They are often involved in a wide variety of activities such as a local community leader, charity leader or Trust member.

This one-day workshop will provide you with a strong understanding of how to harness patient leadership to improve the services your organisation provides.

Key aims and outcomes

Explain the difference that patient leadership can make

Identify a range of approaches to promote and encourage patient leadership

Review patient leadership in your organisation

Develop an action plan to enhance patient leadership in your own organisation

Who is this workshop for?

Anyone who provides patient care, particularly decision-makers.

4th December 2014 / London

26th February 2015 / Mid/North TBC

£275
per person

NSA Health Members: £247.50 per person

This workshop offers a solid grounding in promoting patient leadership. However, it is one of three workshops that have maximum impact when taken as a complete programme, helping to provide an all-encompassing set of perspectives and options that can improve patient outcomes.

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If you book this workshop along with **Developing a value-based culture in healthcare** and **Getting the best from your people**, you will receive a further £100 discount off the total of the total

Getting the best from your people

People are at the heart of providing care. The knowledge, skills and attitudes of staff are some of the key differentiating factors in providing good quality care.

This one-day workshop will demonstrate what it takes to get the best from people and provides practical approaches in developing high levels of commitment to make the right choices.

Key aims and outcomes

Identify what motivates people, and why

Remove many of the barriers that prevent people from giving their best

Examine your own ability to get the best from people

Develop an action plan to enhance how you can get the best from people

Who is this workshop for?

Those with management or leadership responsibility within health or care sectors who would like to improve the commitment and drive of their staff.

18th December 2014 / London

19th March 2015 / Mid/North TBC

£275
per person

NSA Health Members: £247.50 per person

This workshop offers a comprehensive look at getting the best from their staff. However, it is one of three workshops that have maximum impact when taken as a complete programme, helping to provide an all-encompassing set of perspectives and options that can improve patient outcomes.

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If you book this workshop along with **Developing a value-based culture in healthcare** and **Patients as leaders**, you will receive a further £100 discount off the total

Enhancing dementia awareness in your organisation

Dementia is fast becoming one of the biggest challenges faced by the health and care sectors today.

Organisations are increasingly aware of the need to provide the right care for people with dementia and the importance of recognising the many ways that dementia can manifest itself. It's also crucial to know how to treat someone with dementia appropriately and respectfully.

This one-day workshop raises awareness of the most common types of dementia and provides an insight into the challenges that a person with dementia may face when accessing your organisation's services.

We will also show you what you can do to make sure your organisation or service is dementia friendly.

Key aims and outcomes

Recognise the different signs of dementia

Understand and describe how a person with dementia might feel

Respond appropriately to a person displaying the signs of dementia

Identify practical steps to help your organisation or service become more dementia friendly

Know where to go to for additional dementia support and advice

Who is this workshop for?

Anyone who wants to learn how to recognise the signs of dementia and develop the ability to treat people with dementia appropriately and sensitively.

9th October 2014 / London

5th February 2015 / Mid/North TBC

£275
per person

NSA Health Members: £247.50 per person

Conflict resolution

The greatest assets in the healthcare sector are its people – specifically, their commitment to patient care, knowledge, skills and diversity.

It is this diversity of ideas, experiences and values that can, on occasion lead to conflict.

However, this conflict doesn't have to result in negative outcomes. The diversity of people allows for challenge, reflection and review and can pave the way to improve existing practices, patient outcomes and the ways in which we treat people.

Effectively managing and resolving conflicts between people is key to achieving these outcomes. It not only prevents or mitigates the negative effects associated with conflict, but also actively promotes and improves working relationships and the skills and capabilities of those involved.

This one-day workshop helps you to deal with conflict effectively, while achieving positive outcomes.

Key aims and outcomes

Recognise different types of conflict that can occur in the workplace

Explain the main causes of conflict in the workplace

Explain the impact that conflict can have on people

Identify desired outcomes in conflict situations

Apply a range of tools and strategies to resolve conflicts effectively

Who is this workshop for?

Anyone with management or leadership responsibility within health and care sectors who would like to improve their ability to constructively manage conflict in the workplace.

20th November 2014 / London

5th March 2015 / Mid/North TBC

£275
per person

NSA Health Members: £247.50 per person

Coaching skills to improve patient outcomes

Coaching in the health and care sectors has in recent years become an increasingly popular tool for supporting personal development. It strives to help people overcome their own challenges by developing capability, self-awareness and self-sufficiency.

The main aims of coaching include:

- improving performance
- preparing and supporting people in leadership roles
- supporting individual learning and development

Coaching targets performance and improvement at work and usually focuses on specific goals, including an individual's personal attributes such as social interaction or confidence.

Coaching is highly effective in a range of situations, including:

- helping technical experts develop better interpersonal or managerial skills

- developing an individual's unique potential and providing career support
- developing a strategic perspective after a promotion to a more senior role
- dealing with conflict situations so that they are resolved effectively

This one-day workshop introduces you to coaching and develops some of the basic skills needed to be a good coach.

Key aims and outcomes

Define the role and responsibilities of a coach

Explain the nature of an effective coaching relationship

Demonstrate the key skills needed to be a good coach
Apply a coaching model and a range of coaching tools

Utilise a coaching approach to develop an individual's performance

Who is this workshop for?

Managers and anyone who wants to use coaching as an approach to developing people. Those looking to explore coaching from a more formal perspective may be interested in our Level 5 Certificate in Coaching and Mentoring.

22th October 2014 / London

29th January 2015 / Mid/North TBC

£275
per person

NSA Health Members: £247.50 per person

Mentoring people in a healthcare setting

A member of staff can often take several months to learn the ropes in a new role. During this time, the impact on an organisation can be significant.

In these circumstances a skilled mentor can prove invaluable, greatly accelerating a member of staff's progress by providing an expert point of reference and planning and supporting their development.

Like coaching, mentoring can improve performance and support learning and development, but the latter works by transferring knowledge and skills from the mentor to the mentee.

This one-day workshop introduces you to the role of the mentor and develops the key skills that allow you to undertake this role effectively.

Key aims and outcomes

Define the role and responsibilities of a mentor

Explain what people need from a mentor

Demonstrate the key skills needed to be an effective mentor

Apply a range of tools to plan and carry out the mentoring process

Effectively mentor an individual in your field of expertise

Who is this workshop for?

Anyone who wants to understand the mentoring role and help less experienced members of staff become fully effective in their role.

27th November 2014 / London

12th February 2015 / Mid/North TBC

£275
per person

NSA Health Members: £247.50 per person

Challenging the silo mentality

Health and care environments are complex and multi-disciplinary landscapes. Providing excellent patient care is reliant on people in a wide range of roles and organisations working effectively and efficiently together. Building and maintaining solid working relationships with colleagues, stakeholders and clients is essential to this process.

This one-day workshop provides you with a solid understanding of the importance of working relationships in an ever-changing environment.

It presents a range of tools and options to build, nurture and maintain effective working relationships with the people around you.

Key aims and outcomes

Understand and demonstrate the fundamental principles of relationships

Create a framework/system for analysing and developing sustainable working relationships

Develop your own self-awareness and understanding of your impact on others

Understand and apply a selection of tools and models to help you better understand yourself and others

Further develop your working relationships to make sure they are trusting and mutually beneficial

Who is this workshop for?

Anyone in management or leadership roles – or those who work in and across multi-disciplinary teams.

11th December 2014 / London

12th March 2015 / Mid/North TBC

£275
per person

NSA Health Members: £247.50 per person

Working with others to develop and deliver integrated care

The government has made it clear that more effective and efficient integration of care must be at the heart of health and care systems in the future, and patients and service users have expressed a strong desire for a more seamless approach to their healthcare.

But when a wide range of different health, care and other community services are involved in the delivery of that care, how can you make this happen? After all, it is recognised that there is no 'blueprint' to effective integrated care, and that every locality, service and individual is unique.

This one day workshop will enable participants to understand how integrated services can be delivered and develop strategies to build joint accountability with others to integrate the services they provide, ultimately delivering more effective healthcare solutions that improve outcomes and realise cost and efficiency savings.

Key aims and outcomes

Describe the benefits and opportunities that integrated services provide

Map the whole system of services available in context

Identify the cost and efficiency saving opportunities inherent in integrated care

Develop ways to overcome barriers to delivering effective integrated care

Recognise a wide range of resources available to support the implementation of integrated services and how to make use of them

Develop action plans to effectively integrate elements of their services to make a real and lasting difference

Who is this workshop for?

This workshop is aimed at anyone working within the health, care and wider community sectors who has a responsibility or interest in developing more collaborative and integrated approaches to delivering services and realising cost and efficiency opportunities.

This workshop includes a small amount of pre-programme preparation.

12th November 2014 / London

26th March 2015 / Mid/North TBC

£275
per person

NSA Health Members: £247.50 per person

Level 2 Certificate in Team Leading



Programme run
by Skills for Health

The Skills for Health Level 2 Team Leading Programme is a two day interactive programme that equips team leaders with the key skills that will allow them to effectively provide the best-quality care.

By emphasising the importance of excellent communication, setting clear expectations and monitoring outcomes, this programme provides you with the opportunity to develop a keen understanding of the role and responsibilities of a team leader.

Accredited by the Institute of Leadership and Management (ILM), this programme leads to a Level 2 Award in Leadership and Management – a qualification recognised and valued throughout the industry.

Key aims and outcomes

Identify the role and responsibilities of a team leader

Explore the key stages in planning and allocating work

Apply the key principles of managing the performance of individuals and teams

Recognise the importance of clear communication

Identify how to clearly and effectively set and monitor expectations

Who is this workshop for?

New and aspiring team leaders.

Dates to be confirmed

£450
per person

NSA Health Members: £405 per person

This includes full tutor support, registration and accreditation.

Level 3 Certificate in Leadership and Management



Programme run
by Skills for Health

The Skills for Health Level 3 Management Programme is a three day interactive programme that equips leaders of front-line services with the confidence, leadership and management skills they need to help their staff provide high-quality care.

You will gain the skills and knowledge needed to develop into a team leader that engages with staff, gains respect, focuses on quality and creates a high-performing culture within your team.

Accredited by the Institute of Leadership and Management (ILM), the programme leads to a Level 3 Certificate in Leadership and Management – a qualification recognised and valued throughout the industry.

Key aims and outcomes

Explore the importance of professional development and how to support it

Review the purpose and role of a manager in your organisation

Learn how and when to use a range of management models

Discover how to identify, and when to use, a range of communication approaches and styles

Identify key approaches to developing team and individual performance

Examine why organisational change occurs and the effect this can have

Develop action plans to enhance your own management skills

Who is this workshop for?

Experienced team leaders and first-line managers.

3 Day Programme / London

25th September 2014

17th October 2015

7th November 2014

£625
per person

NSA Health Members: £562.50 per person

This includes full tutor support, registration and accreditation.

Level 5 Certificate in Leadership and Management



Programme run
by Skills for Health

The Skills for Health Level 5 Leadership Programme is a four day interactive exploration and reflection of some of the areas identified as key to providing effective leadership in the health and care sectors today.

Designed with a practical approach, it will help you to make real and sustained improvements in your leadership and management practice – and within your organisation.

Accredited by the Institute of Leadership and Management (ILM), the programme leads to a Level 5 Certificate in Leadership and Management – a qualification recognised and valued throughout the industry.

Key aims and outcomes

Explore a selection of leadership and management approaches and styles

Explore how culture and values can influence leadership in your organisation

Identify the impact that different leadership approaches can have on culture

Identify the key change drivers in your organisation

Plan and implement change in your organisation

Examine your own and others' values and motivations

Reflect on your own leadership capability and develop plans to enhance this

Who is this workshop for?

Leaders and managers at all levels who have achieved a level 3 management qualification – or have equivalent experience.

4 Day Programme / London

11th September 2014

2nd October 2014

23rd October 2014

13th November 2014

£1,150
per person

NSA Health Members: £1035 per person

This includes full tutor support, registration and accreditation.

Level 5 Certificate in Coaching and Mentoring



Programme run
by Skills for Health

A more in-depth alternative to our one day coaching workshop, this Level 5 Certificate in Coaching and Mentoring explores coaching as a formal role.

During this four day programme, you will carry out workplace coaching for an agreed period of time.

Accredited by the Institute of Leadership and Management (ILM), the programme leads to a Level 5 Certificate in Coaching and Mentoring, a qualification recognised and valued throughout the industry.

Key aims and outcomes

Gain a detailed understanding of what coaching is and how it can enhance personal development

Explore what makes an effective coaching relationship

Identify opportunities for coaching in the workplace and create an environment which supports coaching

Organise and conduct effective coaching in the workplace

Develop key coaching skills

Practise a range of coaching tools and models

Identify how to use appropriate styles to stimulate, challenge and motivate others

Who is this workshop for?

Anyone new to the role of workplace coach who would like to gain confidence and clarity on their role – while identifying and developing key coaching skills and knowledge.

Dates to be confirmed

£1,150
per person

NSA Health Members: £1035 per person

This includes full tutor support, registration and accreditation.

Our bespoke programmes and support

Have something else in mind? If the programmes in this brochure don't quite meet your needs, we can develop bespoke training designed around your organisation's specific requirements.

We can support you in a number of ways:

Full needs analysis

We can identify learning needs in a range of organisational areas, prioritising key activities to improve performance and patient outcomes.

Solution design

Working backwards from identified outcomes, we can develop practical learning activities that will help participants in your organisation achieve these outcomes.

Delivery and evaluation

We have a team of skilled and experienced facilitators who will work with you to see that your organisation's training day meets the specific needs of your audience.

We can also evaluate programmes and workshops, helping you to measure their effectiveness and plan future activity.

Services to suit you

We can carry out all of these services on your behalf – or we can work with you to arrange as much or as little as you need.

To find out more about how we can help your organisation make a lasting and positive difference please email us at training@nsahealth.org.uk telling us what you are looking to achieve. Alternatively you can call a member of the team on **0207 391 7173** to discuss your requirements in further detail.



Developing a value-based culture in healthcare*

6th November 2014 / London
22nd January 2015 / Mid/North TBC

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Non Members: £275 per person

Patients as leaders*

4th December 2014 / London
26th February 2015 / Mid/North TBC

NSA Health Members: **£247.50 per person**
Non Members: £275 per person

Getting the best from your people*

18th December 2014 / London
19th March 2015 / Mid/North TBC

NSA Health Members: **£247.50 per person**
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Enhancing dementia awareness in your organisation

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Mentoring people in a healthcare setting

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12th February 2015 / Mid/North TBC

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Challenging the silo mentality

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12th March 2015 / Mid/North TBC

NSA Health Members: **£247.50 per person**
Non Members: £275 per person

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Non Members: £275 per person



Programme run
by Skills for Health

Level 2 Certificate in Team Leading

Dates to be confirmed

NSA Health Members: **£405 per person**
Non Members: £450 per person

Level 3 Certificate in Leadership and Management

3 Day Programme / London

25th September 2014

17th October 2015

7th November 2014

NSA Health Members: **£562.50 per person**
Non Members: £625 per person

Level 5 Certificate in Leadership and Management

4 Day Programme / London

11th September 2014

2nd October 2014

23rd October 2014

13th November 2014

NSA Health Members: **£1,035 per person**
Non Members: £1,150 per person

Level 5 Certificate in Coaching and Mentoring

Dates to be confirmed

NSA Health Members: **£1,035 per person**
Non Members: £1,150 per person