MERCURY

The Oxford Healthcare Leadership Program

21 December 2026 – 1 January 2027
Cape Town (South Africa)



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Ref: 15074_1061563 **Date:** 21 December 2026 – 1 January 2027 **Location:** Cape Town (South Africa) **Fees:** 9500 Euro

Introduction:

This Oxford Healthcare Leadership Program is a multidimensional training course designed to enhance leadership capabilities in the healthcare sector. Delivered in a workshop setting, it promotes the exchange of ideas and best practices among healthcare professionals and underscores the critical role of effective leadership in the delivery of quality healthcare services.

In the first week, participants will delve into the global healthcare leadership context, examining the ramifications of events such as the COVID-19 pandemic on organizations, communities, and clinical and non-clinical staff members in various countries.

The second week focuses on refining the attendees' leadership skills, such as understanding the interplay between leadership and followership, exploring various healthcare leadership styles, embracing new leadership techniques, appreciating the significance of communication with stakeholders, fostering innovation, and recognizing the influence of organizational culture on the quality of care.

Targeted Groups:

- Managers and clinicians are jointly responsible for leading healthcare organizations.
- Professionals are ensuring the provision of quality care.
- Line and Functional Managers, Team Leaders, and Supervisors.
- Managers and leaders are new to leadership roles in healthcare leadership organizations.
- Experienced managers and leaders aim to enhance their leadership capabilities with healthcare leadership solutions.

Course Objectives:

By the end of this healthcare leadership development program, participants will be able to:

- Analyze leadership theory and practice within global healthcare leadership.
- Develop their confidence and self-awareness as leaders.
- Gain insights into current challenges faced by healthcare management.
- Comprehend the intricacies of organizational functioning.
- Recognize the impact of organizational culture on innovation and care delivery.

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Targeted Competencies:

Upon the end of this healthcare leadership training, participants' competencies will be able to:

- Understanding of current issues and challenges in the global delivery of healthcare.
- Appreciation of the essential role of leadership in healthcare.
- Preparedness for future pandemics based on the learnings from the Covid-19 crisis.
- Mastery of key elements in organizational leadership and management.
- Enhancement of personal leadership capabilities emphasized in healthcare leadership development programs.

Course Content:

Unit 1: Health and Social Care Context:

- Global perspectives on health and social care.
- Examination of various business models for healthcare delivery.
- The impact of the COVID-19 pandemic on healthcare delivery and its implications in the UK.
- Reflecting on the pandemic effect in various countries and regions.
- Discussion on how to improve global health through the lens of what healthcare leadership is.
- The role of innovation in healthcare delivery and its correlation with healthcare leadership development.

Unit 2: Ethics in Healthcare Delivery:

- Exploration of the Four principles of healthcare ethics.
- Multiple perspectives in healthcare ethics: manager, clinician, and patient.
- An in-depth case study to apply ethical principles.
- Advances in science, healthcare technology, and the role of telehealth.
- Understanding psychological biases in healthcare decision-making.
- Approach to healthcare delivery as a business with ethical considerations.

Unit 3: The Pandemic - Lessons Learned:

- Strategies for healthcare business continuity.
- Principles of crisis management in healthcare during a pandemic.
- Discussion on whether COVID-19 was a Black Swan event.
- A case study showcasing good hospital practice during the pandemic.
- Extracting lessons from past pandemics and preparation for future ones.

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Unit 4: Leading Healthcare Organisations:

- Understanding how healthcare organizations are unique.
- Balancing the focus between health and care.
- The Structures of Health and Social Care Organizations.
- Managing key stakeholders in healthcare leadership management.
- Risk assessment and management in healthcare.
- Metrics for performance measurement and management.

Unit 5: Future Opportunities and Challenges:

- Exploring the external environment that impacts healthcare.
- The rising importance of telehealth in service provision.
- Innovations shaping health and social care and their management.
- Identifying organizational capabilities required for future success.
- Utilizing SWOT analysis to inform strategic planning in healthcare.

Unit 6: Leadership Styles:

- Comparison of Transactional and Transformational Leadership Styles.
- The relevance of Goleman Emotional Intelligence in healthcare leadership.
- Evaluating the impact of Servant Leadership in the healthcare context.
- Understanding Dispersed Leadership and its Application.
- Exploring the dynamics of Leader-Follower relations.
- Techniques for motivating oneself and others in a healthcare setting.

Unit 7: Focus on Self:

- Insights into different working styles amongst healthcare leaders.
- Strengthening interpersonal skills for more effective healthcare leadership.
- The art of delegation in management and leadership healthcare roles.
- Applying persuasion and negotiation tactics.
- Strategies for managing conflict in healthcare settings.
- Achievement of outcomes through leadership development in healthcare.

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Unit 8: Focus on Teams:

- The distinction between teams, silos, and groups in healthcare.
- Exploring the dynamics of teamwork in healthcare settings.
- Creating and sustaining team effectiveness for high performance.
- Understanding team leadership within a healthcare organization.
- Defining and respecting team boundaries.
- Conducting effective meetings that drive healthcare objectives forward.

Unit 9: Focus on Quality Outcomes:

- Clearly defining quality outcomes in healthcare.
- Balancing the need for healthcare services with available resources.
- Implementing a continuous improvement culture in healthcare.
- Empowering front-line decision-making in healthcare delivery.
- Addressing ethical challenges in healthcare leadership roles.

Unit 10: Review and Further Development:

- Navigating the healthcare system while embracing healthcare leadership roles.
- The significance of building key relationships for successful healthcare management.
- Collaboration strategies between clinical and managerial healthcare leadership.
- A review of practical tools for effective healthcare leadership & management.
- Development of a personal action plan to apply healthcare leadership training.

Conclusion:

The Oxford Healthcare Leadership Program is a comprehensive course and a gateway to obtaining a reputable Certificate in Healthcare Leadership, equipping professionals with the healthcare leadership skills and knowledge required to navigate and excel in their leadership healthcare roles.