



## Healthcare Management & Operations

29 Dec 2024 - 02 Jan 2025  
Istanbul (Turkey)



# Healthcare Management & Operations

**Ref.:** 15090\_289168 **Date:** 29 Dec 2024 - 02 Jan 2025 **Location:** Istanbul (Turkey) **Fees:** 4200 **Euro**

## Introduction:

The current healthcare leaders require to scan the environment and find ways to reduce operating costs while improving healthcare quality and effectively deal with the unforeseen turbulent times

Agility and resilience represent two skills that can help us shift our thinking to a more effective way of dealing with changes and challenges. Both attributes represent “adaptive capacity,” which relates to how much energy and strength we need to address challenging, changing, and adverse situations.

## Targeted Groups:

- Healthcare Senior Managers
- Departments Heads
- Clinical Sections’ Heads
- Other Healthcare professionals

## Course Objectives:

At the end of this course the participants will be able to:

- Enhance their skills to manage and administer their hospitals/medical department and prepare healthcare leaders to execute related programs and oversee improvement projects
- Acquire advanced skills for organizational success, leadership, effectiveness and efficiency techniques, and creative problem solving, using seven thinking hats
- Gain a better understanding of quality principles & management functions.
- Provide training in the development & implementation of strategic planning
- Maximize productive collaboration and minimize counterproductive behavior

## Targeted Competencies:

- Lead and develop proactive mechanisms to avoid the potential risk
- Manage your medical department in an organizational matter
- Be aware of all related strategy tools in addition to the risk management
- Have the ability to evaluate the healthcare status and challenges
- A better understanding of quality principles & healthcare management functions

## Course Content:

### Unit 1: Healthcare Leadership Principles:

- Leadership & Management Functions
- Power Sources of the healthcare Leaders
- Roles of the healthcare Leader/Manager
- Organizational Mission, Vision, and Values
- The Healthcare Leadership Skills

- Healthcare Leadership Styles

## **Unit 2: Building Agility and Resilience:**

- Healthcare Effectiveness & Efficiency
- Resilient people three characteristics
- Agility and Resilience Foundational Skills
- The Agility and Resilience Impact on Healthcare
- Johari Windows and Holland Theory
- Problem-solving & Decision-making

## **Unit 3: Creative Healthcare Leadership:**

- Thinking skills: PMI - CAF - SCAMPER - Critical Thinking
- The Thinking Hats for healthcare leaders
- Characters of Strategic Thinkers
- Understanding Healthcare Team Dynamics
- Tuckman Model: The Stages of Team Development
- The Belbin's Team Roles

## **Unit 4: Healthcare Strategic Management:**

- A Strategic-Management Model
- Strategic Competitiveness: Suitability, Feasibility & Acceptability
- Strategic Planning Model: ABCDE
- Tools for Putting Strategy into Action
- SWOT Analysis & SMARTER Goals
- Strategy Implementation

## **Unit 5: Change Management in Healthcare Organization:**

- Change Models: Lewin, Kotter, McKinsey 7S and ADKAR
- Negotiation and dispute resolution
- BATNA, WAP & ZOPA
- Risk Avoidance and Risk Acceptance
- Contingent Valuation Method CVM



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