



The Oxford Healthcare Leadership



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Introduction:

This Oxford Healthcare Leadership training course in the development of leadership capabilities in healthcare seeks to develop leaders in the healthcare sector. The course is run in a workshop format to encourage the sharing of ideas and good practice. It seeks to help delegates understand the importance of effective leadership in the delivery of quality health care.

The first week of the course will address the global context of healthcare management, for instance, the impact of the global Covid-19 pandemic on organizations, communities, clinicians, and non-clinicians in developed and developing countries. Week 2 of the program focuses on delegates' leadership capabilities.

The importance of followership as well as leadership. Leadership styles: innate leadership and employing new techniques and approaches. The importance of communication with all stakeholders - internal and external. The need to encourage innovation. The importance of organizational culture in delivering quality of care.

Targeted Groups:

- Managers and clinicians jointly responsible for leading healthcare organizations
- Managers and clinicians responsible for quality care provision
- Line and functional managers, team leaders and supervisors
- Managers and leaders new to leadership roles
- Managers and leaders wanting to further develop leadership capabilities

Course Objectives:

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

- Explore leadership theory and practice
- Build confidence and self-awareness
- Gain perspectives on current healthcare management challenges
- Develop an understanding of how organizations work
- Understand the impact of culture on innovation

Targeted Competencies:

- Current issues and challenges in global delivery of healthcare
- The importance of leadership in health care provision
- The impact of the Covid-19 pandemic and preparing for the future
- Key elements in organizational leadership
- Personal leadership capabilities

Course Content:

Unit 1: Health and Social Care Context:

- Global perspectives on health and social care
- Different business models for delivery
- The impact of Covid-19 on delivery in the UK
- Review and discussion of the impact in your country/region?
- How could world health be improved?
- What is the role of innovation in delivering healthcare?

Unit 2: Ethics in Delivery of Healthcare:

- The Four principles of health care ethics
- Different perspectives: manager, clinician, patient
- Case Study
- Advances in science, technology and telehealth
- Psychological biases in decision-making
- Healthcare as a business

Unit 3: The Pandemic - Lessons Learned:

- Business continuity
- Crisis management
- Was Covid-19 a Black Swan?
- An example of Good Hospital Practice
- Lessons learned?
- Past and future pandemics

Unit 4: Leading Healthcare Organisations:

- Are healthcare organizations different?
- Why is health the focus and care overlooked?
- Different health & social care structures
- Managing Key Stakeholders
- How to assess and manage risk
- Performance measurement and management

Unit 5: Future Opportunities and Challenges:

- External environment
- Telehealth
- Innovations in health & social care
- Organizational capabilities
- Using SWOT analysis and results
- The planning process

Unit 6: Leadership Styles:

- Transactional & Transformational Leadership Styles
- Goleman and Emotional Intelligence
- Servant Leadership
- Dispersed Leadership
- Leader-Follower relations
- Motivating self and others

Unit 7: Focus on Self:

- Working Styles
- Interpersonal Skills
- Delegation
- Persuasion/Negotiation
- Managing conflict
- Achieving outcomes

Unit 8: Focus on Teams:

- Teams/Silos/Groups
- Exploring team working
- Team effectiveness/high performance
- Team leadership
- Team boundaries
- Effective meetings

Unit 9: Focus on Quality Outcomes:

- Defining outcomes
- Delivering Objectives/Targets
- Balancing need with resources
- Developing a culture of continuous improvement
- Encouraging decision-making on the front line
- Ethical challenges

Unit 10: Review and Further Development:

- Navigating the health and social care system as a leader
- The importance of developing key relationships
- Managing the clinical v. management collaboration
- A review of practical tools for effective leadership & management
- Personal Action Planning