



Working Effectively with Managers

09.30 – 16.30 Hours

Wednesday, 05th June 2019

Venue:

Lecture Theatre, Strayside Education and Clinical Skills
Centre, 3RD Floor Strayside, Harrogate District Hospital,
Lancaster Park Road, Harrogate, HG2 7SX

Who this is for: SAS Doctors

Educational objectives:

- To understand Trust pressures and priorities that impact upon management decisions
- To explore the relationship between managers and clinicians to create optimal service management working
- To address any difficulties in clinician / manager relationships

CPD approval: This programme is subject to 6 CPD points

About the trainer: Mr Graham Knight – Senior Res Associate Business Consultant, marketer and trainer with more than 15 years' industry experience in healthcare, media and FMCG. Graham has a track-record for delivering successful outcomes and positive change. In the past he has worked with NHS commissioning and provider organisations, local authorities, GP and dental practices, networks, universities, GP Federations, multinational retail and business to business organisations, independent healthcare providers and media production houses. He has a special interest in health and social care recently leading new service development projects that focus on delivering quality and productivity through integration and new models of care. He is also a skilled trainer, having worked with universities and NHS postgraduate education centres to design and deliver MBA-level courses on medical management topics, including: ethics, project management, leadership, negotiation, reflective practice and avoidable adverse outcomes. His training programmes are designed to deliver real-life outcomes and change in the working styles of the professional groups that attend.

To Book a place:

Please email: SASadmin@hdfnhs.uk

Tel: 01423 555478

Agenda

Registration from 09.00

09.30 Setting module objectives

09.40 ABC of NHS management partnership working

10.20 Skills 1 – Understanding the New NHS

11.00 Break

11.15 Skills 2 – Understanding Managers

12.05 Skills 3 – Influencing Managers

13.00 Lunch

13.30 Skills 4 – Resolving conflicts with Managers

14.20 Case study – A Failing Service

15.00 Break

15.15 Clinician / Manager Joint Working

16.05 Partnership Development plan

16.30 Summary & close