



MANAGEMENT ESSENTIALS

*Leading to QQI Managing People Component Certificate Level 6 (6N3945)
3 days face-to-face + 6 e-learning modules to be completed over 6 weeks*



SHRC Limited offer validated programmes leading to QQI awards

COURSE OVERVIEW

This course is designed to help managers apply supervisory management concepts, principles, creative thinking and specialist skills to a range of healthcare related contexts and situations. It aims to encourage managers and supervisors to exercise and assume personal responsibility for prioritising, managing and organising their own work and that of their team. Management Essentials develops the skills required to achieve organisational and personal objectives whilst also increasing self-esteem and self-confidence.

Learning outcomes

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

- Appraise the impact of different styles of leadership and motivational theory
- Research the main provisions of employment legislation
- Examine the impact that culture, attitudes and values have on work practices
- Support the diversity of internal and external stakeholders
- Manage underperformance in a manner that achieves agreed positive outcomes
- Perform effectively as a team member in a supervisory role
- Recognise the importance of being a positive role model
- Use networks and agencies to achieve tasks and solve problems
- Address skills and motivation deficits amongst staff through a variety of strategies
- Develop a partnership approach to engagement with stakeholders
- Use a range of communication styles to provide feedback and promote engagement
- Lead through effective delegation



Target audience

This course is specifically designed to suit the needs of managers and supervisors working in clinical and non-clinical health service environments including hospitals, nursing homes and other healthcare facilities, whose remit includes managing people and teams.

COURSE CONTENT

Role of the manager and leader

- Managing vs Leadership
- Leadership characteristics
- Your management style
- Motivation
- Developing effective teams
- Managing team conflict

Employee relations skills

- Managing absenteeism
- Handling grievances
- The disciplinary process
- Dignity at work issues
- Policies and procedures
- Employment law overview

Communication skills

- Getting your message across
- Influencing
- Barriers to communication
- Assertiveness
- Body language
- Listening

Personal effectiveness

- Time management
- Making meetings work
- Managing personal stress
- Delegation
- Personal action planning

Assessment

To successfully complete Management Essentials and achieve a QQI Level 6 Component Certificate in Managing People, participants must undertake 3 assessments: project (50%), learner record (30%) and an assignment (20%). All assessment activities to be completed and submitted 8 weeks after the first directed training day.

Methodology

The methodologies employed include short lectures; a series of e-learning modules; facilitated face-to-face and online discussions; self-evaluation audits; team building exercises; case studies; design & delivery of presentations and role plays.

Course options

There are two options available:

- In-house course
- Open course (contact the HMI to find out more)

Certification

- QQI Managing People Component Certificate Level 6 (6N3945)
- CPD: 50 CPD points

"Can be applied to every aspect of my job giving me more understanding about why staff react in different ways"

Employee performance

- Performance management
- Giving feedback
- Recognising progress
- Managing poor performance
- Rewarding performance
- Setting goals and targets
- Personal development planning

Culture and managing change

- What is culture?
- How is culture established?
- Changing the culture
- Types of change
- Overcoming resistance



Delivery

3 days face-to-face + 6 e-learning modules to be completed over 6 weeks + 100 hours self-directed learning.

Tutor support will be offered via telephone, email and the e-learning system. Participants will need access to a computer and the Internet for the duration of the course.

About the provider

SHRC Limited offer validated programmes leading to QQI awards. We design and deliver training courses for organisations across the public and private sectors. Since 2003, SHRC Limited has collaborated with the Health Management Institute of Ireland (HMI) on the development and delivery of training courses and programmes within the health sector. Within this context, SHRC Limited are quality assured by QQI to deliver programmes and courses with lead to a QQI qualification. If you have any queries, please contact SHRC Limited at 01 2974070 or email info@shrc.ie.

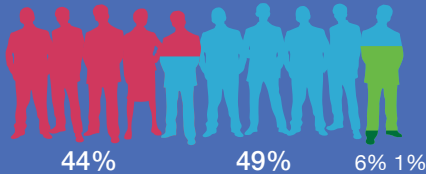
"I am finding the course excellent ... has created sound base to direct further learning and direction in my career"

PARTICIPANT FEEDBACK

As a provider of high quality training experiences, the HMI are eager to know how our participants feel about our courses. We are committed to continuously improving and ensuring the delivery of quality management training to managers/supervisors/team leaders working in a health service environment.

The following statistics were composed from the feedback from participants who attended our management development courses.

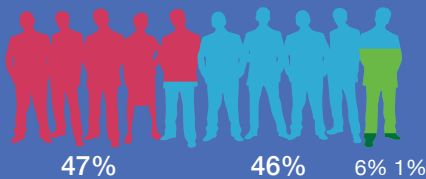
LEARNING OBJECTIVES



93% of our participants rated the achievement of the learning objectives as very good or excellent.

*"Very practical and interactive
...good opportunity
to update
knowledge and
skills"*

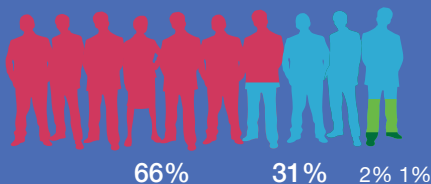
QUALITY OF TRAINING METHODS



93% of our participants rated the mix of training methods as very good or excellent.

*"Speaker was
excellent and
easy on the ear.
Very helpful on
Q&A"*

STANDARD OF TRAINER



97% of our participants rated the standard of the trainer as very good or excellent.

excellent ■
very good ■
good ■
average ■
poor ■

Why choose us for your training and education?

- We understand the complexity of healthcare.
- We recognise the challenges that healthcare managers experience.
- We meet these challenges with training, education & ongoing network opportunities.
- We guarantee experienced facilitators.
- We provide best-in-class service.

HMI
Health Management Institute of Ireland

SHRC
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To find out more about

MANAGEMENT ESSENTIALS

please do one of the following:



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Terms & Conditions. Fee is payable in advance. Refunds are not available where cancellations are received less than 5 working days before the programme. Delegates will be charged in full where there is non-attendance on any programme. SHRC Limited reserves the right to reschedule courses and/or venues. Special offers cannot be combined.