# CLINICAL LEADERSHIP IN HEALTHCARE & AGED CARE WORKSHOP

DEVELOP THE LEADERSHIP SKILLS TO ADVANCE A PATIENT-CENTRED TEAM

> CLIFTONS SYDNEY 24 - 25 SEPTEMBER 2019

CLIFTONS MELBOURNE 2 - 3 OCTOBER 2019

### EXPLORE

- Discover your why and what drives you as a Clinical Leader
- Get the most out of your leadership presence in the workplace
- Use your Clinical Leadership skills & style to embrace the changing trends in Healthcare & Aged Care workplaces
- Address the challenges of working with a transient & varied workforce
- Find new ways to get the most out of each day
- Manage dynamics between colleagues & techniques for conflict resolution
- Expand development opportunities for emerging leaders in Healthcare & Aged Care
- Lead strategic change through collaboration & team engagement
- Increase the capability of your team to improve care services

### **EXPERT FACILITATOR**



Allison Patchett Director The Leadership Place

AND SAVE! \$600 BOOK AND PAY BEFORE

26 JULY 2019 TO SAVE UP TO \$600

BOOK

**START YOUR LEADERSHIP JOURNEY! Call** +61 2 8239 9711 **Priority Code -** 1



## ABOUT THE EVENT

The Healthcare and Aged Care sector calls for a unique set of leadership skills. To meet the needs of both clinicians and patients, you must enhance your emotional intelligence, project management, and communication skills. However, developing these skills can be difficult in the changing and fast-paced nature of the Healthcare and Aged Care sector.

You must build a capable and supportive team whose focus is centred towards 'enhancing quality of care'. Through strategic direction and collaborative initiatives, you can harness your full potential as an authentic leader and break down the longstanding barriers between nurses and managers.

Explore the fundamental traits of a successful clinical leader and gain the tools and techniques to implement your new leadership skills in a real-life setting.

## WHO WILL ATTEND?

Clinical leaders in healthcare, including:

- Clinical Managers
- Associate Clinical Managers
- Clinical Leaders
- Practice Managers
- Nurse Unit Managers
- Directors
- Nursing Directors
- Senior Medical Staff
- Medical Staff Coordinators
- Clinical Governance

### YOUR FACILITATOR

Allison is an Executive & Leadership Coach and consultant in the areas of health & ageing and risk management. She is an accomplished leadership coach with executive experience in operations, profit & loss, risk management, quality, and people management including consumer engagement; Allison has a verifiable track record of delivering value to organisations by influencing individual and organisational operational and performance excellence through identification of key areas of growth, solutions development, and executive coaching.



Allison Patchett Director The Leadership Place

# DAY ONE

#### Essential leadership skills

- Lead with a purpose establishing the purpose that drives a 'patient/resident centred' culture
- Develop team communication skills to increase engagement and productivity
- Demonstrate Emotional Intelligence (EQ) to develop trust and transparency within your team
- Create an environment which inspires improved care outcomes

#### Develop and lead a complex workforce

- Bridge cultural and linguistic barriers to strengthen a diverse team
- Engage your team to retain motivated Carers and Registered Nurses
- Engage through active listening
- Expand cost-effective training opportunities for care staff to maximise skill-sets

#### Lead and effectively communicate change

- Deal with resistance to change
- Essential communication tactics to maximise team productivity and engagement
- Managing up and down communicating with impact to different audiences

#### Build capability through transformation

- Understand and collaborate with your team to develop the most effective change strategies
- Build resilient teams to navigate the changing face of healthcare and aged care
- Cultivate a high-performance culture

### DAY TWO

#### Adapt to evolving industry trends

- Meeting the rising numbers of acute and complex conditions
- Use data to drive clinical changes
- Adapt to funding and resource changes while maintaining focus on patient/resident centred care
- Implementing legislation into everyday operations

#### Leading in a diverse environment

- Incorporate multiple cultures into the healthcare environment
- Successfully lead a variety of groups and specialisations
- ► Handle sensitive and complex matters with confidence
- Engage key team players to encourage onboarding of new staff

#### Practical tips and tools to improve 'quality of care'

- Lead and manage complex change and the impacts on your team
- Break down common negative perceptions between different craft groups in health
- Maintain Accreditation Standards with an overburdened workforce

#### Clinical leadership think-tank

- Wrap up discussion on key themes and your action plan
- What will you do differently as a result of this program?
- $\, {\scriptstyle \bullet \,}$  How to stay on track when other priorities demand attention
- Tools and ideas to navigate obstacles and competing priorities

#### Clinical Leadership in Healthcare & Aged Care Workshop

#### 24 - 25 September 2019 Cliftons Sydney

2 - 3 October 2019 Cliftons Melbourne

# **Booking Form**

Event Reference: CLH0919A - S Priority Code: I

Sydney Melbourne

#### i Registration Information

	e gise							
Organisa	tion Na	me						
Address				Suburb		State	Postcode	
Booking	Booking Contact Information							
Title	Fu	II Name	Position	Email		Phone		
D 🛃	elega	ate Information						
#	Title	Full Name or TBA		Position	Email		Attendance Date/s	
1							Sydney Melbourne	
2							Sydney Melbourne	
3							Sydney Melbourne	
4							Sydney Melbourne	
5							Sydney Melbourne	
6							Sydney Melbourne	
7							Sydney Melbourne	
8							Sydney Melbourne	
9							Sydney 🗌 Melbourne	

#### 🚽 Your Investment

10

Options (per person) <sub>Qty</sub>			Value Plus Rate Register and pay by 26 July		Super Saver Rate Register and pay by 15 August		Early Bird Rate Register and pay by 6 Septemb	er	Standard Rate
	Workshop		\$1695 + GST = (\$1864.50)		\$1895 + GST = (\$2084.50)		\$2095 + GST = (\$2304.50)	5	\$2295 + GST = (\$2524.50)
Discounted off standard rates :		Save up to \$600		Save up to \$400		Save up to \$200	All Pric	ces listed in Australian Dollars	
	Group Discounts Available:	<b>10% off</b> Standard Rate Team of 3 - 4	<b>15% off</b> <b>Standard Rate</b> Team of 5 - 7	20% off Standard Rate Team of 8 - 9	25% off Standard Rate Team of 10+			TOTAL incl GST	

Conditions: Group Discounts apply for bookings made simultaneously. Only one discount applies. Group discounts apply to standard rates only. Group discounts are not applicable to Value Plus, Super Saver and Early Bird rates. Discounts cannot be applied retrospectively and must be claimed at the time of booking. Liquid Learning Group reserves the right to have sole discretion on an organisation's eligibility for discounts. Note: Course materials, refreshments & lunches are included. Travel and accommodation are NOT included. Registration Options are per person only.

#### 🚍 🛛 Payment Details

Credit Card	Credit Card Details - Please charge my cred Card Type Usa MasterCard	Electronic Funds Transfer (EFT) Please transfer funds directly to: Westpac Account Name: Liquid		
Cheque (payable to Liquid Learning Group Pty Ltd)	Note: 2% surcharge applies to American Exp	Learning Group Pty Ltd BSB: 032 002		
Electronic Funds Transfer Please invoice me:	Card Number	Account No: 407 273 SWIFT Code: WPACAU2S		
Purchase Order No. #	CVV Full Name as on card		Amount	
	Cardholder's Contact Number	Signature X	Please quote ref CLH0919A - S and registrant name	
Ø Authority		Authorising Manager's Details: 1	his registration is invalid without a signature	
Name	Position	Phone		
Email		Signature	Date	

#### Email this form to: registration@liquidlearning.com.au or Call us on: +61 2 8239 9711

X

Registration Policy If you are unable to attend this event, you may send a substitute delegate in your place at no additional cost. Please advise us of any substitutions as soon as possible. Alternatively, you may transfer your registration to another event run by Liquid Learning Group Pty Ltd. A 10% service fee may apply. Should you wish to cancel your registration, please notify us in writing as soon as possible and a credit note will be issued valid for use towards any future event held by Liquid Learning Group Pty Ltd in the twelve months following date of issuance. Cancellation notifications received less than 14 days from the event running will receive a credit note to the value of the registration fee less a service fee of \$400 plus GST. Liquid Learning Group Pty Ltd does not provide refunds for cancellation. The prices above are based on one person per registration. It is not possible for multiple people to attend within any day of the event on a single registration. Split tickets, is a different person attending each day of the event, can be arranged. A fee will apply. Please call us for details.

Liquid Learning Group Pty Ltd takes all care to produce high quality events that deliver as promised. All advertised details are correct at time

of publishing. However, when circumstances beyond our control prevail, we reserve the right to change program content, facilitators or venues. We also reserve the right to cancel or reschedule events if circumstances arise whereby performance of the event is no longer feasible, possible or legal. Liquid Learning Group Pty Ltd will not be responsible for any loss or damage arising from any changes to or cancelling or rescheduling of an event. If an event is cancelled or rescheduled, Liquid Learning Group Pty Ltd will make every effort to contact every registered delegate; if an event is cancelled or you are unable to attend the rescheduled event you will be sized with a credit note valid for use towards any future Liquid Learning Group Pty Ltd event held in the twelve months following date of issuance.

Disclaimer Liquid Learning Group Pty Ltd has taken due care in selecting qualified professionals as its authors and course facilitators. The information provided by course facilitators is not produced by Liquid Learning Group Pty Ltd and should not be regarded as advice. Liquid Learning Group Pty Ltd accepts no responsibility for reliance on such information and recommends that its clients seek further professional advice. Privacy Statement Liquid Learning Group Pty Ltd is committed to your privacy. All information collected on this registration will be held in the strictest of confidence and in accordance with the Privacy Act 1988. Liquid Learning Group Pty Ltd will add your information to a secure database. This will be used primarily to contact you for ongoing research, product development and notice of future events and services offered by Liquid Learning Group Pty Ltd. Occasionally you may receive information from organisations associated with Liquid Learning Group Pty Ltd. If you do not wish to receive such information please tick this box:

To update or have your details deleted please advise our Database team at Liquid Learning Group Pty Ltd, Level 9, 80 Clarence Street, Sydney NSW 2000, PH: +61 2 8239 9700, email: database@liquidlearning.com.au

© 2019 Liquid Learning Group Pty Ltd ACN 108 415 354