

At the end of the one hour presentation and one and a half hour workshop participants will understand the need for personal qualities in leadership. They will demonstrate ***Learning Outcomes (in italic)*** under four headings for this topic.

**a) Developing networks**

**b) Building and maintaining relationships**

**c) Encouraging contribution**

**d) Working within teams**

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**a) Developing networks**

Participants will demonstrate the ability to:

- *identify opportunities where working in collaboration with patients and colleagues can bring added benefits;*
- *create opportunities to bring individuals and groups together to achieve goals;*
- *promote the sharing of information and resources;*
- *actively seek the views of others.*

**b) Building and maintaining relationships**

Participants will show and appreciation of the need to:

- *listen to others and recognise different perspectives;*
- *empathise and take into account the needs and feelings of others;*
- *communicate effectively with individuals and groups, and act as a positive role model;*
- *gain and maintain the trust and support of colleagues.*

**c) Encouraging contribution**

Participants will demonstrate that they understand the need to:

- *provide encouragement and the opportunity for people to engage in decision-making, and to challenge constructively;*
- *respect, value and acknowledge the roles, contributions and expertise of others;*

- *employ strategies to manage conflict of interests and differences of opinion;*
- *keep the focus of contribution on delivering and improving services to patients.*

#### **d) Working within teams**

Participants will demonstrate the they:

- *have a clear sense of their role, responsibilities and purpose within the team;*
- *can adopt a team approach, acknowledging and appreciating efforts, contributions and compromises;*
- *recognise the common purpose of the team and respect team decisions;*
- *can lead a team, involving the right people at the right time.*

Last update: 5 June 2012

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