

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) Planning

b) Managing resources

c) Managing people

d) Managing performance

a) Planning

Participants will show that they can:

- *support plans for services that are part of the strategy for the wider healthcare system;*
- *gather feedback from patients, service users and colleagues to help develop plans;*
- *contribute their expertise to planning processes;*
- *appraise options in terms of benefits and risks.*

b) Managing resources

Participants will demonstrate that they can:

- *accurately identify the appropriate type and level of resources required to deliver safe and effective services;*
- *ensure services are delivered within allocated resources;*
- *minimise waste;*
- *take action when resources are not being used efficiently and effectively.*

c) Managing people

Participants will demonstrate that they appreciate the need to:

- *provide guidance and direction for others using the skills of team members effectively;*
- *review the performance of the team members to ensure that planned service outcomes are met;*

- *support team members to develop their roles and responsibilities;*
- *support others to provide good patient care and better services.*

d) Managing performance

Participants will demonstrate that they can:

- *analyse information from a range of sources about performance;*
- *take action to improve performance;*
- *take responsibility for tackling difficult issues;*
- *build learning from experience into future plans.*

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