

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) Ensuring patient safety

b) Critically evaluating

c) Encouraging improvement and innovation

d) Facilitating transformation

a) Ensuring patient safety

Participants will show that they can:

- *identify and quantify the risk to patients using information from a range of sources;*
- *use evidence, both positive and negative, to identify options;*
- *use systematic ways of assessing and minimising risk;*
- *monitor the effects and outcomes of change.*

b) Critically evaluating

Participants will demonstrate that they understand the need to:

- *obtain and act on patient, carer and service user feedback and experiences;*
- *assess and analyse processes using up-to-date improvement methodologies;*
- *identify healthcare improvements and create solutions through collaborative working;*
- *appraise options, and plan and take action to implement and evaluate improvements.*

c) Encouraging improvement and innovation

Participants will demonstrate that they are able to:

- *question the status quo;*
- *act as a positive role model for innovation;*
- *encourage dialogue and debate with a wide range of people;*
- *develop creative solutions to transform services and care.*

d) Facilitating transformation

Participants will demonstrate that they are able to:

- *model the change expected;*
- *articulate the need for change and its impact on people and services;*
- *promote changes leading to systems redesign;*
- *motivate and focus a group to accomplish change.*

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