

*Providing bespoke training for  
Healthcare Professionals*

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## Emotional Intelligence (EI) and Improving Remote Leadership

**Number of Days: 1**

**CPD Points: 6**

**Programme Introduction:** The current times are challenging for staff at every level, including leaders. They need to provide support and inspiration to team members for them to stay motivated in the 'new' working environment, while dealing themselves with pressure, reduced teams and strategic shifts across the Health sector.

Leveraging emotional intelligence to lead through and overcome adversity can be the key differentiator that makes teams successful during challenging times. Emotional intelligence (EI) or EQ is an essential element to workplace success. It can help make the difference between good and great leaders. This course provides the delegates with the insights and tools to better lead and succeed.

### Aims

- To raise awareness of the importance of Emotional Intelligence (EI) and its huge potential to help overcome professional challenges, including those commonly associated with remote working and 'virtual' leadership
- To help develop interpersonal skills, adaptability, stress management and work efficiency strategies, all successfully harnessed by using EI

**Learning Objectives** - At the end of this course, the delegates can:

- Explain the role and importance of EI; cite 3 main theories
- Demonstrate an awareness of their own emotions and emotional needs
- List and describe 5 key components of EI and know how to harness them in the work environment to manage relationships, influence and inspire
- Use 4 skills to improve self-awareness and emotional management
- Apply 4 strategies to improve social awareness and relationship management, and for leading effectively across 'virtual' environments

### The Programme Includes:

- Key components of EI applied to current work contexts and situations
- Activities to develop and model EI abilities and skills
- Using EI to tackle challenges, adapting to ongoing pressure and change
- Psycho-socio education techniques and skills
- Strategies to improve 'virtual' or remote management and leadership

## Presenting with PowerPoint

**Number of days: 1**

**CPD Points: 6**

**Programme Introduction:** PowerPoint is an extremely powerful business tool used in many ways to communicate and inform. It is often used poorly leading to badly constructed presentations as many people using the software do not go beyond a few basics. Whether you are teaching/presenting at clinical meetings, or presenting internationally, this workshop will build your confidence in your presentations that will make them stand out and become more memorable. The workshop takes you from stumbling through the interface to knowing how to create multimedia-rich presentations that transform any message in less than a day. You will learn simple hints and tips that will change the way that you present using PowerPoint to deliver engaging, memorable presentations that are relevant to the medical profession.

**Learning outcomes:** At the end of this programme the delegate will be able to:

- Identify the names and functions of the PowerPoint interface
- Create, edit, save, and print presentations
- Format presentations
- Add a graphic to a presentation
- Create and manipulate simple slide shows with outlines and notes
- Create slide presentations that include text, graphics, animation, and transitions
- Use design layouts and templates for presentations
- Create a PowerPoint presentation

### **The Programme includes:**

Welcome, introduction, review personal objectives

#### Getting Started with PowerPoint

- Working with Microsoft Office PowerPoint
- Creating a Presentation
- Working with Your Presentation
- Editing Your Presentation
- Arranging Slides
- Getting Help in PowerPoint

#### Understanding & Customising the PowerPoint Interface

- The Quick Access Toolbar
- Tabs and Groups
- Customising the Ribbon

#### Creating and Formatting Presentations

- Using Templates
- Working with Text Boxes
- Basic Editing Tools

- Formatting Text: Effects; Fonts and Spacing
- Formatting Text: Alignment; Indenting and Lists
- Advanced Text Tools

#### Adding Shapes and Art to Your Presentation

- Drawing Shapes
- Working with Shapes
- Working with Text and Shapes
- Advanced Shape Tasks

#### Viewing and Printing Your Presentation

- Using Layouts and Views
- Viewing a Slide Show
- Preparing Your Presentation
- Printing Your Presentation

#### Adding the Finishing Touches

- Research Tools
- Using Themes and Backgrounds
- Creating Slide Transitions
- Creating Basic Animations
- Creating Advanced Animations

Review personal objectives and close.

## Effective Team Working

**Number of days:** ½ day

**CPD Points:** 3

**Programme Introduction:** Team Working has never been more important than during the latest pressures and demands on the NHS. This programme has been developed to encourage interaction and collaborative working amongst teams and colleagues. This interactive, activity fuelled session will focus on individual strengths and deepen knowledge of what an effective team really is.

**Learning outcomes:** At the end of this programme the delegate will be able to:

- Recognise the individual strengths and positive characteristics of each team member
- Understand the benefits of supporting colleagues and working positively together as a team
- Participate in a range of interactive activities to develop knowledge of effective team behaviour
- Explain the GROW model and how it can be used

### **The Programme includes:**

Welcome, introduction, review personal objectives

- Why is teamwork important?
- Tower building activity (2 groups)
  - ✓ Review how the teams approached the task
  - ✓ Level of positivity
  - ✓ Innovation
  - ✓ Team work
- The different personality types
- Explanation of styles, Analytical, Amiable, Driver, Expressive
- Results from pre-course work
- Discuss strengths and overdone strengths
- The 'Ideal' team
  - ✓ What would the team do?
  - ✓ How would they interact with each other?
  - ✓ What would you see and hear them doing/saying?
  - ✓ What wouldn't they say and do?
  - ✓ Each person to anonymously rate their team (out of ten) against the points mentioned
  - ✓ Later to agree two things the team could change to take them closer to the 'ideal' team

- Traffic jam activity
  - ✓ Review strengths of individuals
  - ✓ Approaches to problem solving
  - ✓ How they kept each other positive
- The GROW model and how it can be used to coach each other
- Individual action planning (traffic light)

Review personal objectives and close.

## Leading and Managing Teams Effectively

**Number of Days: 1**

**CPD Points: 6**

**Programme Introduction:** Managers and Team Leaders are an essential component when delivering an organisations strategy and vision, therefore leading and managing a team successfully has never been more important. This programme will help develop skills and techniques to manage the day to day challenges of leading and managing a team/s. The delivery style is highly interactive where delegates are encouraged to discuss their own experiences and share best practice to enhance the experience.

This programme is beneficial for individuals who are new to a management role or a manager/team leader who wishes to refresh and build on their current skills.

### **Learning Outcomes: At the end of this programme the delegates can:**

- Describe the role and responsibilities of a Manager/Team Leader
- Understand their role within their current organisation
- Explain the importance of delegation when meeting objectives
- Demonstrate a knowledge of motivation techniques
- Explain performance management and its importance

### **The Programme includes:**

- What is a manager/Team Leader?
  - ✓ Moving from team member to Manager/Leader
  - ✓ Skills and attitudes
  - ✓ Potential Challenges
- Your role within the organisation
  - ✓ Your responsibility to your team
  - ✓ Delegation, involvement and trust
  - ✓ Meeting Objectives as a team
- Motivating your team
  - ✓ Developing team objectives
  - ✓ Building trust and setting standards
  - ✓ Effective Communication
  - ✓ Coaching and development
- Performance Management
  - ✓ Formal and informal meetings
  - ✓ Assessing Performance techniques
  - ✓ Giving, receiving and responding to feedback
  - ✓ Setting future goals and objectives
- Action Plan for moving forward
- Review Learning Outcomes

## Equality and Diversity

**Number of days: 1**

**CPD Points: 6**

**Programme Introduction:** Employment laws under the Equality Act 2010 gave the NHS opportunities to work towards eliminating discrimination and reducing inequalities in care. Most of the provisions came into force on October 1<sup>st</sup>, 2010, with other parts to be phased in by the end of 2013. In addition, since October 1<sup>st</sup>, 2012, it is unlawful for the NHS and social care service providers and professionals to discriminate, victimise, or harass a person because of their age. The NHS already has clear values and principles about equality and fairness, as set out in the NHS Constitution, and the laws under the Equality Act 2010 reinforce many of these.

This 1 day programme is designed to cover all essential aspects and key issues relating to equality, diversity and culture while working within the NHS.

**Learning Objectives: At the end of this course, the delegate can:**

- Name 5 ways that the Equality Act 2010 affects the work-place
- Explain how the Act reflects on the 9 major areas of discrimination
- Name the 2 forms of discrimination and their application in law and explain the protection they receive from the Act
- Demonstrate a raised awareness of diversity issues as they relate to teaching, training, recruitment and selection and name 4 areas of conflict
- Understand and explain 5 reasons for the organisational case for diversity
- Consider the impact of legislation, including the Equality Act 2010, and give 5 reasons which are required for compliance

**The programme Includes:**

**Welcome, introduction, review personal objectives**

- Defining equality and diversity under legislation
  - What is the difference between equality and diversity?
  - Terminology: Equality, Diversity and Inclusion
- Legislation and the Equality Act 2010
  - Key changes
  - Scope and application
  - Age
  - Race
  - Sex
- Forms of discrimination
  - Direct
  - Indirect
  - Harassment
  - Victimisation

- 9 protected characteristics
- NHS policies and code of practice
  - Equality and the recruitment process
  - Specific NHS policies
  - Equality Statement
  - Principles and specific procedures such as the Equality Delivery System
- Case Studies
- What influences our attitudes and behaviour?
- What do these mean?
  - Prejudice
  - Stereotype
  - Psychological Filter
- Monitoring and Reviewing Behaviour
  - What is appropriate/inappropriate behaviour?
  - Link to values and principles
  - Methods and policies which monitor and review behaviour
- Implementing an Equality and Diversity Policy
  - Group exercise
- Review learning outcomes and action plan

## Courageous Conversations

**Number of days: 1 CPD Points: 6**

**Programme Introduction:** When difficult conversations present themselves, it is important to know how to approach them depending on their type. This course will assist delegates in their approach to conversations that could be of an emotional or sensitive nature or alternatively they could be a grievance or complaint. Delegates will learn how to approach each type of conversation in a professional and polite manner in order to regain effective relationships, either from a personal or professional perspective.

**Learning Outcomes: At the end of this course, the delegate can:**

- Understand three different approaches depending on conversation type
- Describe the difference between assertiveness and aggression and define 6 characteristics of assertiveness
- Prioritise the 4 different components of a conversation and explain the benefits of having difficult conversations
- Understand their own current communication style and how to positively create 4 new behaviours
- Describe the 11 component parts of breaking bad news

**The Programme Includes:**

- Introduction, collecting delegate expectations, explanation of agenda
- Understanding the different types of personality within communication
- The different type of conversations
- Adapting your own style to match the situation
- Dealing with conflict successfully
- Regulating your emotions
- Understanding other people's emotions and behaviour
- Whole body communication
- The importance of listening
- Breaking Bad news
- Conversation examples
- Moving forward with the lessons learnt
- Review learning outcomes and action plan

This course is highly interactive with exercises and group discussions.

## Advanced Teach the Teacher

**Number of Days: 1**

**CPD points: 6**

**Programme Introduction:** Teaching is about supporting others to develop their knowledge and competence. A good teacher will use a range of techniques to ensure that what and how they teach, recognises the needs of others and meets defined learning and teaching goals. Best practice teaching techniques include planning for a teaching session, finding out prior knowledge and skills and using relevant case studies and scenarios that resonate with the learner. An important part of teaching is also supporting the learner as they practice and apply their knowledge and skills in the workplace.

**Learning Outcomes: At the end of this programme the delegate can:**

- Name 4 ways that accelerated learning enhances teaching experiences
- List and explain the 5 stages in a structured teaching session
- Define the 3 stages of KIM and explain two advantages to the teacher
- Explain 3 methods of feedback in theory and in a practical situation

**The Programme Includes:**

- **Module 1: Accelerated Learning**
  - ✓ The theory and background to Accelerated Learning
  - ✓ Creating a positive learning experience
  - ✓ Creating collaboration amongst learners
  - ✓ Variety means analogies, stories, comparisons and case studies
  - ✓ Contextual learning
  - ✓ Guiding principles of accelerated learning
- **Module 2: Planning a teaching experience**
  - ✓ Structure (reviewing pre-course reading)
  - ✓ Introductions and what they should include
  - ✓ Stages of instruction
  - ✓ Stage checks-what does this entail?
  - ✓ Objective tests
  - ✓ Writing learning objectives
  - ✓ KIM-a structure for small group / 1 to 1 teaching
- **Module 3: Evaluation of teaching effectiveness**
  - ✓ Obtaining feedback
  - ✓ Designing analysis tools
  - ✓ Making decisions based on feedback

Close, check expectations and ensure learning objectives have been met

## Chairing Meetings – Running Effective meetings which get results

**Duration: 1 day**

**CPD Points: 6 Programme**

**Introduction:** The aim of this programme is to assist busy professionals to get the most from the meetings they chair and to achieve clearly defined meeting outcomes, by improving participant contributions and overcoming meeting challenges.

**Learning Outcomes: By the end of the day the participants will have:**

- Acquired a common understanding of the roles and expectations within effective meetings, including the role of the chairperson, minute taker and attendees.
- Established the best structure for conducting their meetings and the tools available to achieve the meeting outcomes.
- Developed skills and techniques to manage different behaviours and energy levels within a meeting to ensure they get the most from the meeting attendees' contributions.

**The programme includes:**

### Principles & Roles within Effective Meetings

- Types of meetings
- Characteristics and structure of effective meetings
- Role of chairperson, facilitator, minute taker and attendees
- *Exercise*

### Using Meeting Agendas

- Producing the meeting agenda
- Scheduling the agenda items and managing attendance
- Achieving the desired outcome/s
- Managing action plans
- *Exercise: Small group work, meeting facilitation and presentation*

### Managing participation

- Recognising natural roles people take within a meeting.
- Channelling the different behaviours.
- Techniques to manage participation and channel energy.
- Using questions to manage participation.
- *Exercise: Whole group meeting practice with briefs, Metaplanning exercise, individual questionnaire and facilitated group discussion.*

### Reviewing meetings

- Methods available to review meetings.
- *Exercise: Presentation and facilitated group review.*

### **Running a Successful Virtual Meeting**

- Virtual meeting platforms
- Work on specific skills such as facilitation and get familiar with software.
- Virtual meetings require more preparation than F2F!
- Set ground rules.
- Communicate with virtual reality in mind.
- Getting everyone involved.

### **Meeting skills practice**

- Small group meetings with review and observer feedback
- Feedback and review of learning in small groups
- *Exercise: Small group meeting skills practice with observer feedback*

### **Review of learning & Action Planning**