

Certificate in Management Skills (Healthcare)

Leading to FETAC Level 6 People Management Component Certificate





Programme Overview

The Health Management Institute's Certificate in Management Skills is targeted at managers/supervisors working in a health service environment and who manage people/teams on a day to day basis. This practical and interactive programme focuses on the key skills and practices required by managers on a daily basis. The programme is aligned to FETAC Level 6 People Management award on the National Framework of Qualifications.

Learning Outcomes

At the end of this programme participants will:

- Have an understanding of the importance of managing effectively in today's work environment
- Know what makes a good leader/manager
- Be aware of their own leadership style and capability
- Know how to motivate and lead their team
- Know how to manage poor performance and recognise good performance
- Understand team dynamics and how to manage team conflict
- Be aware of organisational culture and how to effectively implement change
- Be aware of typical health service policies and procedures and their implementation:
 - Attendance management
 - Dignity at work
 - Grievance and discipline
- Have a broad understanding of employment law
- Know how to think differently about managing their resources
- Understand how to be more personally effective through the use of:
 - Time management techniques
 - Delegation
 - Managing personal stress

“ Excellent presentation.
Great delivery.
Held attention of participants.”



Programme Content

Role of the manager/leader

- Managing v Leadership
- Leadership characteristics
- Your management style
- Motivation
- Developing effective teams
- Managing team conflict
- Managing resources

Employee performance

- Performance management
- Giving feedback
- Recognising progress
- Managing poor performance
- Rewarding performance
- Setting goals and targets
- Personal development planning

Communication skills

- Getting your message across
- Influencing
- Barriers to communication
- Assertiveness
- Body Language
- Listening

Culture/managing change

- What is culture?
- How culture is established
- Changing the culture
- Types of change
- Overcoming resistance

Employee relations skills

- Managing absenteeism
- Handling grievances
- The disciplinary process
- Dignity at work issues
- Policies and procedures
- Employment law highlights

Personal effectiveness

- Time management
- Making meetings work
- Managing personal stress
- Delegation
- Personal action planning

Target Audience

This programme is aimed at managers/supervisors/team leaders working in clinical and non-clinical departments in health service administration areas, hospitals, nursing homes, and other healthcare facilities.

Certification

To successfully complete the Certificate in Management Skills and achieve a FETAC Level 6 Component Certificate in People Management participants must undertake a reflective assignment to be completed within one month of programme completion.

Methodology

The training methods and techniques employed during all programmes will be based on best practice in adult learning.

The methods used include:

- Short lectures: to impart required background information / knowledge.
- Facilitated discussions: to allow for open debate, airing concerns and enhanced participation.
- Case studies: to assist with the practical application of learning.
- Role-plays: to gain experience of using the acquired skills.

Programme Options

There are two options available:

- In-house programme (available on request)
- Open programme (contact the HMI to find out more)

Duration

3 days

“Excellent...very informative. I feel I really got a lot of information which I can take back to my workplace and share with my manager and colleagues”

“I really enjoyed the day...liked the structure and approach. Presentation excellent. Found the group work stimulating and most beneficial.”



To find out more about the Certificate in Management Skills please do one of the following:



Call us at 01 2974070



Email us at hmi@shrc.ie



Complete the form below and return to Ann Hannaway, HMI, Heather House, Sandyford Business Park, Dublin 18

Name _____

Organisation _____

Position _____

Address _____

Work telephone _____ Mobile _____

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