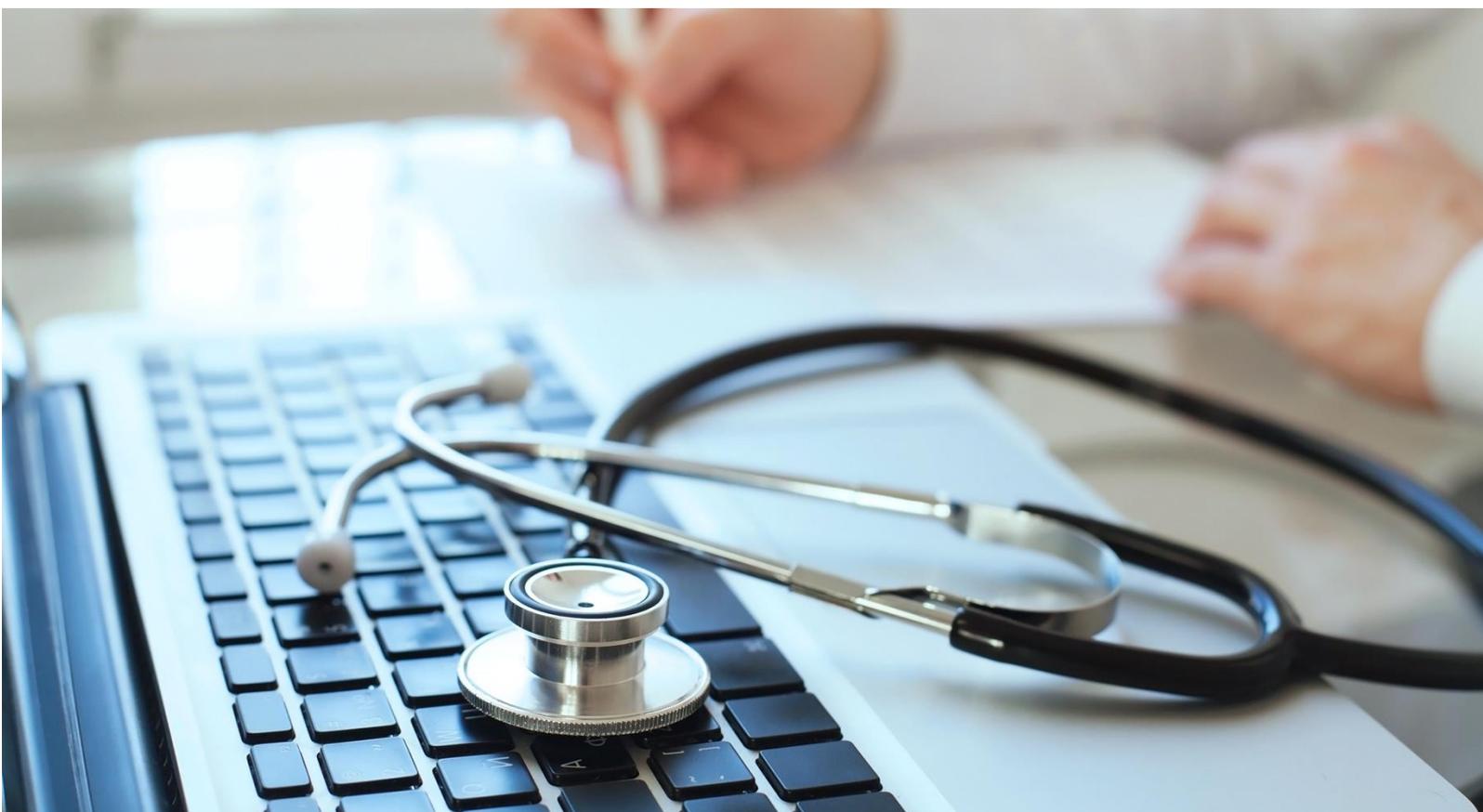


2020-21

Online Workshop Directory

Details of the 'in-house' online workshops that are available to member organisations



www.nhselect.nhs.uk

Contents

About our online training	2
Tailoring our workshops to your needs	3
Additional services	3
Online training at a glance	4
Business & System Development	5
Coaching & Personal Development	7
Customer Care & Patient Engagement	9
Leadership & Organisational Development	10
Marketing, Communication & Branding	12
Quality Improvement & Measurement	13

About our online workshops

In response to the Covid-19 outbreak, we have developed a range of virtual/online training and development opportunities to enable us to continue to meet the needs of our members.

As part of this, we have redesigned more than 30 of our most popular face-to-face workshops to ensure they can also be delivered effectively online, details of which can be found in this directory.

We will also continue to deliver more than 120 'central' webinars and online workshops across the year, which you can find out more about [here](#).

How our online workshops are delivered

Virtual workshops:

The majority of our online training is delivered via half-day interactive workshops, with breakout discussions, practical exercises and live demonstrations. These are typically delivered via *Zoom* or *MS Teams*.

Webinar series:

In some cases, the subject is better suited to delivery in a series of shorter 1 or 2-hour webinars, delivered over a number of weeks or months. These are typically delivered via *GoToWebinar*.

Online courses:

Some of our training is also suitable for self-directed learning, and we are currently developing a range of courses that will be available to you. Please keep an eye on our website for further details: www.nhselect.nhs.uk.

Further details about our virtual workshops and webinar series and maximum numbers for each can be found on pages 4-14.

Booking online workshops

If you would like to find out more, see the agendas, or request dates for any of the training outlined in this directory, please contact your NHS Elect Account Manager or email our Admin Team at: admin@nhselect.org.uk.

“I am loving the webinar format for delivering training. Thank you!”

Business cases

“Content was just right, so much food for thought. One of the best webinars I’ve taken part in.”

Social media in the NHS

Five key benefits of online workshops

We understand that our traditional face-to-face training is really enjoyed by our members, and we will continue to offer in-person options where possible.

However, there are many benefits to our online delivery which we hope you can enjoy over the coming months and beyond.

1. Greater number of attendees:

All of our online training can accommodate 25-50 people; considerably more than our typical face-to-face workshops.

2. Increased accessibility:

Delegates can enjoy our sessions from anywhere with an internet connection, and our platforms can even be accessed via a mobile phone if necessary.

3. An additional facilitator:

The majority of our online workshops will be delivered by two facilitators, providing an enhanced experience for delegates.

4. Stress-free booking:

Our online training removes the hassle of booking rooms, and we can advise on how to use training platforms if helpful.

5. Same great experience:

In keeping with our face-to-face workshops, our online sessions receive great feedback from delegates, with 94% rating them as ‘Excellent’ or ‘Good’ throughout July 2020.



“Really helpful session, fantastically explained - just right level of content.”

Introduction to quality improvement

“Loved the style, works really well having multiple presenters, best online training I’ve attended”

Online facilitation

Tailoring our workshops to your needs

Additional workshop topics:

This directory contains our most popular workshops, but we are also able to deliver sessions on a range of additional subjects.

If you are interested in running a workshop that is not listed here, please email our Admin Team at admin@nhselect.org.uk and we may well be able to help you.

Flexible delivery:

For each workshop we have given an indication of the format and delegate numbers that we believe will work best.

However, we would be very happy to discuss your specific needs and accommodate them if at all possible.

Additional services

In addition to the range of online workshops that are shown in this directory, we can also provide a variety of additional services as part of your membership, including:

- **Leadership development** (including a programme of bespoke workshops that are not shown in this directory)
- **Quality improvement support** (including a programme of bespoke workshops that are not shown in this directory)
- **Coaching and personal development**
- **Team development**
- **Business consultancy**
- **Marketing and design support**

If you would like to access any of these services, please speak to your NHS Elect Account Manager or email our Admin Team at admin@nhselect.org.uk.

Share your ideas with us

If you have any ideas to enhance our online offer, our CEO, Caroline Dove, would love to hear you from. You can get in touch with her at caroline@nhselect.org.uk.

Online training at a glance

<p>Business and System Development</p>	<ol style="list-style-type: none"> 1. Writing an effective business case 2. Effective negotiation 3. Understanding influencing and nudge theory 4. An introduction to strategic thinking 5. Essentials of project management 6. Systems thinking 7. Report writing 8. NHS finance: Where the money comes from and how we spend it 9. NHS policy environment: From competition to collaboration 	<p>Leadership and Organisational Development</p>	<ol style="list-style-type: none"> 17. Leadership fundamentals 18. Kindness & compassion in leadership 19. Resilient people in compassionate organisations 20. Learned optimism & compelling communication 21. Leading under stress & pressure 22. Creating team & organisational culture 23. Building high-performing teams 24. Creativity tools & techniques
<p>Coaching and Personal development</p>	<ol style="list-style-type: none"> 10. Coaching skills 11. Conflict fundamentals 12. Handling conflict: A mindset approach 13. Having difficult conversations 	<p>Marketing, Communication and Branding</p>	<ol style="list-style-type: none"> 25. Branding and reputation management 26. Creating engaging content 27. Fundamentals of social media 28. Introduction to filmmaking 29. Introduction to marketing
<p>Customer Care and Patient Engagement</p>	<ol style="list-style-type: none"> 14. Improving the patient experience 15. Patient and public engagement 16. Stakeholder engagement 	<p>Quality Improvement and Measurement</p>	<ol style="list-style-type: none"> 30. Introduction to quality improvement 31. Leading change & human dimensions of change 32. Measurement for improvement 33. Demand and capacity 34. Human factors & ergonomics in healthcare 35. Introduction to facilitation online

Business and System Development

“I thought the theoretical perspective was profound.”

About: Our team has a track record of engaging with colleagues at all levels, and across organisations, to enhance self-learning, understanding and problem-solving approaches within the complex systems they work.

Systems thinking

Subject		Learning outcomes	Online delivery	
			Format	Participants
1	Writing an effective business case	Participants will gain practical guidance for writing business cases based on Her Majesty’s Treasury Guidance. Delegates will work through and understand the stages required to develop an effective business case.	Half-day virtual workshop	50
2	Effective negotiation	Participants will develop their negotiation planning and application techniques, ensuring they are equipped to prepare, plan, condition, prime and execute negotiations in a structured and skilled way.	2 x half-day virtual workshops	50
3	Understanding influencing and nudge theory	Exploring behavioural economics, participants will explore how humans really behave, and how understanding heuristics can help us influence peers, leaders and other stakeholders more positively and effectively.	2 x half-day virtual workshops	50
4	An introduction to strategic thinking	Participants will learn what strategy is and what it is not, what makes for a good strategy, and how to apply strategic thinking to their team, organisation or system.	Half-day virtual workshop	50
5	Essentials of project management	This training is designed for participants who have managed projects previously but wish to consider the issues and challenges of managing larger or more complex projects within a complex environment.	4 x 2-hour webinars	25

6	Systems thinking	Participants will learn to think more holistically, understanding the roles other people play, taking account of the inter-connectedness of all the components making up the problem situation and working more collaboratively.	Half-day virtual workshop	25
7	Report writing	Preparation and planning are key to effective report writing, and this session will show participants structures, hints and tips that will allow them to develop their report with confidence.	3 x 1.5-hour workshops	25
8	NHS finance: Where the money comes from and how we spend it	This session will give participants an understanding of a range of key aspects of finance, including the structure of the NHS and how each organisation gets its money, how money has traditionally passed between commissioners and providers, and the current financial challenges facing all organisations.	Half-day virtual workshop	50
9	NHS policy environment: From competition to collaboration	This session will give participants an understanding of a range of key aspects of policy, including the impact of the COVID-19 pandemic, resource allocation to the NHS, and the concept of integrated care.	Half-day virtual workshop	50

Coaching and Personal Development

“A brilliant team of presenters, they worked so seamlessly together. Fantastic!”

About: The highly experienced Coaching and Personal Development Team delivers a growing array of training opportunities that are designed to develop more effective individuals and teams.

Compassionate conversations

Subject		Learning outcomes	Online delivery	
			Format	Participants
10	Coaching skills	Participants will gain an understanding of the differences between mentoring, coaching, delegating and directing. They will also learn about a set of tools to introduce a coaching approach in the leadership of their teams.	Half-day virtual workshop *Requires Zoom	25
11	Conflict fundamentals	Participants will learn to understand their conflict responding styles, reflect on past conflict, and describe a process for handling conflict in a real situation.	Pre-work 1 x half-day virtual workshop	25
12	Handling conflict: A mindset approach	Participants will understand the concept of ‘mindset’ in handling conflict with others, reflect on their contribution to conflicts, and understand how a mindset approach adds to conflict resolution and problem solving.	Pre-work 1 x half-day virtual workshop	25
13	Having difficult conversations	Participants will identify the challenges for self and others in having difficult conversations, identify personal learning from real recent or historical conversations, and describe and practice a process for having a difficult conversation.	Pre-work 2 x 1.5-hour webinars	25

Customer Care and Patient Engagement

“I am finding these sessions so helpful. Just the right length and packed with information.”

Service user engagement

About: With the NHS Long Term Plan, Francis Report and Friends and Family Test, it is not surprising that these subjects are popular with our members. We have trained a wide range of staff across our participating sites including consultants, receptionists and non-patient facing staff.

Subject		Learning outcomes	Online delivery	
			Format	Participants
14	Improving the patient experience	This training is like no other, looking at the importance of empathy and emotion in healthcare. Based on Fred Lee’s <i>If Disney Ran Your Hospital</i> .	6 x 1-hour webinars	25
15	Service user engagement	This training will provide participants with the fundamental skills to engage with users effectively and share key tools for effective engagement.	Half-day virtual workshop	50
16	Stakeholder engagement	This training will provide participants with the fundamental skills to engage with a broad range of stakeholders and share key tools for effective engagement.	Half-day virtual workshop	50

Leadership and Organisational Development

“No improvement necessary. Thank you so much – very though provoking.”

Compassion and kindness in leadership

About: The team combines rigorous training in OD with extensive experience of the NHS and beyond. Their work focuses on maximising the potential of staff to inform and deliver organisational priorities.

Subject		Learning outcomes	Online delivery	
			Format	Participants
17	Leadership fundamentals	This training is targeted at people who are new to leadership or management, or those currently undertaking such duties having had little or no training to support their role.	5 x 1-hour webinars	100
18	Kindness and compassion in leadership	Participants will discuss kindness and compassion within the context of leadership, understand why it is so important in leadership, and consider how they might develop their own leadership practice.	Half-day virtual workshop	50
19	Resilient people in compassionate organisations	Participants will learn how to audit their environment to understand what's helping or hindering their well-being, reflect on their strengths & weaknesses & using these insights to develop programmes for development.	Half-day virtual workshop	25
20	Learned optimism & compelling communication	This session explores optimistic & pessimistic explanatory styles seeking to empower participants to engage constructively with adversity & help others to do the same.	Half-day virtual workshop	25
21	Leading under stress & pressure	Participants will learn how to foster the outlook and habits that support wellbeing and performance under pressure.	Half-day virtual workshop	25
22	Creating team & organisational culture	Participants will gain a clear understanding of the language for talking about team culture, tools to analyse it, and practical suggestions for working with what's in place, or making changes when necessary.	Half-day virtual workshop	25

23	Building high-performing teams	Participants will understand key theory relating to leadership and team behaviours, discover practical tools to take back to their workplace, and learn how to improve inter-team performance.	Half-day virtual workshop	15
24	Creativity tools & techniques	This session will cover the relationship between creativity & implementing innovations, trying out techniques for solving problems & generating solutions, facilitation techniques to use when working creatively with groups.	Half-day virtual workshop	25

Marketing, Communication and Branding

“Fantastic content, all new stuff to me, done at great speed.”

About: NHS Elect is unique in that it is the only NHS organisation that provides strategic and operational marketing and communications support, ranging from writing plans and strategies to delivering microsite websites.

Creating engaging content

Subject		Learning outcomes	Online delivery	
			Format	Participants
25	Branding and reputation management	This training will help participants think about their brand and reputation from a user point of view and consider how they might develop and improve it.	Half-day virtual workshop	50
26	Creating engaging content	This training will take participants through the process of creating impactful content to support their communication, including graphics and videos.	Half-day virtual workshop	50
27	Fundamentals of social media	This training will examine the many ways in which social media can be used to enhance the experiences of staff and patients.	Half-day virtual workshop	50
28	Introduction to filmmaking	This training will provide participants with the fundamentals of using a smartphone and basic equipment to create films for online platforms.	Half-day virtual workshop	50
29	Introduction to marketing	This training will help participants understand what marketing in the NHS is, and take them through the key steps to create their own marketing plan for a service or organisation.	6 x 1-hour webinars	50

Quality Improvement and Measurement

“Loved the style, works really well having multiple presenters, best online training I’ve attended”

About: The team utilise a wide range of improvement tools and techniques as well as their extensive experience to help members improve the quality of their services and in turn, the experience of patients. The team works with individuals, departments, organisations and health systems.

Online facilitation

Subject		Learning outcomes	Online delivery	
			Format	Participants
30	Introduction to quality improvement	Participants will gain an understanding of the fundamentals of quality improvement based on the Model for Improvement.	Half-day virtual workshop	50
31	Leading change and human dimensions of change	Participants will gain an improved understanding of core, evidence-based components for successful change that will help individuals ensure the changes they make will be both successful and sustained.	Half-day virtual workshop	50
32	Measurement for improvement	Participants will learn how to choose the right measures, how to use a reliable process for getting data they can trust, and how to present their data in a way that facilitates better decision making.	Half-day virtual workshop	25
33	Demand and capacity	Participants will identify the flows they want to manage, define ‘true’ demand and capacity, and find out how to measure it and understand the impact of variation on their system.	Half-day virtual workshop	25
34	Human factors and ergonomics in healthcare	Participants will gain an overview and understanding of what human factors are and why they occur, exploring the factors that contribute to errors and near misses.	Half-day virtual workshop	50
35	Introduction to facilitation online	Participants will experience various approaches to facilitating online learning, learn about effective online practice, and consider the key elements of virtual session design.	Half-day virtual workshop	50

NHS Elect

LABS Hogarth House
136 High Holborn
London WC1V 6PX

T: 020 3925 4851

E: info@nhselect.org.uk

T: @NHSElect

www.nhselect.nhs.uk