

Win-Win performance Programme

A major factor in the success of most professionals who are experienced in their field is the ability to communicate confidently and assertively, and to influence, persuade and interact effectively at all levels with colleagues, patients and carers.

This programme has been developed to help managers, senior nursing professionals (e.g. Lead Nurses, Clinical Nurse Specialists and Ward Sister/Deputy Ward Sisters), Clinical Learning Facilitators, AHPs and those involved in multi-disciplinary teams to work confidently and successfully in the many internal and external working relationships that are so crucial.

The programme contributes to the individual's development up to Level 4 of the NHS KSF in 3 of the core dimensions: Communication, Service Improvement and Quality, and 2 of the general dimensions: Procurement and Commissioning and Services and Project Management. It is a proven learning and development course designed to:

- Improve the skills, knowledge and attitudes required to operate confidently, assertively, effectively and influentially in a multi-disciplinary environment.
- Increase confidence in communicating with and influencing senior colleagues and commissioners to enhance the part you can play in the World Class Commissioning agenda
- Teach you how to use problem solving and decision making skills to improve the patient experience and working practice through a Service Improvement Project.
- Demonstrate improved person organisation, planning and efficiency and use these skills to help reach performance objectives and achieve targets
- Enable you to demonstrate your added value and the results you achieve.

Programme Overview & Benefits

- 3 'Coaching' interviews – pre, mid and post programme to identify what help and support each individual requires
- Seven 2.5 – 3 hour focused, fun and engaging learning sessions
- Delegates are encouraged to identify and complete a project aimed at improving patient care during the programme, with the support of the training coach.
- Personal 'Discovery' Personality Profile – which explores, in a non-threatening way, how to communicate with different types and build confidence through understanding how to use your strengths to be more assertive.
- Ongoing coaching support (3 individual telephone coaching sessions) to help with continuing to apply your Action Plan for the Future and the Service Improvement Project
- Self-directed completion of a Learning Log during the workshops

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- Final session where delegates celebrate the progress they have made and plan their future actions for continuing development and application in the workplace
 - All course materials

Course Fees

£1299 + VAT per delegate (equivalent to £99 per session*) for bookings received at least 30 days before course commencement (a 10% discount for early booking)

£1445 + VAT per delegate for bookings within 30 days of course commencement

(For information about grants available to Macmillan professionals please go to <http://learnzone.macmillan.org.uk/login/index.php>)

*Session equals a workshop or coaching call

Programme Outline

Session 1 – Understanding ourselves and how we can develop

- Discover how to accelerate our personal and professional development
- Develop an understanding of self and how others may see me
- Explore the Discovery model for different personality types
- Write an Action Plan to help me get the best from my Discovery Personality Profile

Session 2 – Understanding Others and How to Adapt and Connect

- Develop an understanding of others
- Understand Jung's personality types
- Learn how to quickly recognise others' styles
- Practise adapting skills to help me connect and develop Win-Win working methods

Session 3 – Develop a Can-Do attitude and proven skills for Problem solving

- Understand the power of choice and how I can use it to improve my effectiveness
- Build self-confidence and a can-do attitude
- Learn Quick Problem solving skills
- Use these skills to plan and execute a Service Improvement Project

Session 4 – Communicate with Confidence and Impact

- Prepare and deliver a structured message for presentations and in meetings
- Becoming more assertive and confident to influence the commissioning agenda
- Influencing skills that support collaborative working
- Become more skilled in communication by turning energy into action

Session 5 – Improving Personal Organisation

- Review our balance of life commitments
- Discover proven time management techniques
- Understand how to gain more time and still deliver
- Overcome procrastination

Session 6 – Using Planning to Achieve Goals

- Why we don't plan and why planning doesn't work for us
- To develop knowledge and a commitment to apply the skill of planning
- Learn and practise a way of planning projects of different sizes
- Put planning into action

Session 7 – Achieving Continuous Improvement

- Consolidate the learning from the programme
- Recognise the benefits
- Develop personal plans for future development
- Present projects and personal achievements

Feedback from participants

(The following feedback is either from CNS's or NHS managers who have taken the programme in the last 3 years.)

Really applicable to the NHS setting in terms of multidisciplinary working and different agendas. Great for professional and personal development. I found practising presentation skills, understanding people and how to apply this to the work situation and input on planning and approaching projects were beneficial to me in my work

I have found this course very helpful and it has given me renewed enthusiasm in my role. The area I found most helpful was 'Improving patient care through Innovation'. By getting to the real core of problems to find solutions

As a direct result of WinWin I have achieved the following:

- *Better time management and prioritising*
- *Contributing to the SCN chemotherapy group*
- *More vocal regarding patient treatment and care at the Haematology team*
- *Volunteered to be deputy chair for SCN Haematology nurses*

Win-Win was the most useful personal and professional development course that I have done. The theory has enabled me to better understand colleagues that I have worked with for years and to understand new colleagues. This understanding enables much more effective communication, interpersonal skills and effective working. I feel like I know how to approach different people in ways that facilitate the working relationship.

The whole course was incredibly good for my self-confidence which was a particular area that I wanted to work on. It has made me a more assertive person (more confident and more able to comfortably say what I want), a better manager (more able to communicate, be assertive, plan my time and be a leader rather than a doer) and a much more confident trainer and presenter (enjoying it, being myself, using my space).

The benefits of the Win-Win approach are:

- You are not looking at one topic in isolation. It is a much more holistic approach.
- You tackle topics in bite sized chunks, take it away, apply it then report back.
- Over the weeks the group bonds and relaxes, sharing their experiences and learning.
- It delivers a toolkit. You become aware of different tools that can be applied to different circumstances.

The hidden benefits being:

- The constant presenting practice.
- Personal coaching

An open safe environment – challenging but not threatening. It has given me tools for problem solving, time management and confidence building as well as great insights into myself and how to influence others.

WinWin is a very well structured programme that provided me with a framework for self understanding and development and strategies for interacting more effectively with others.

If you require further information about the programme please contact:

Alexis Ernst on 01727 868620 or email alexis@wizcomm.co.uk

or

Chris Wisdom on 01273 562552 or email chris@wizcomm.co.uk

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- iii. "Programme" shall mean any training programme provided by Wizcomm and booked by the Organisation or Individual.

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- ii. A session is a deliverable training event.

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