

Win-Win per4mance Programme – Guide for Managers

Win-Win is designed to give health professionals a suite of crucial skills that they may never receive elsewhere but are fundamental to continued success and the influence of their role.

It is carefully crafted to deliver a range of tools and skills in one programme that would otherwise only be available in many separate programmes at much greater cost in terms of time and money.

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.

A major factor in the success of most professionals who are experienced in their field is the ability to communicate confidently, 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 manage successfully the many internal and external working relationships that are so crucial.

Benefits

The programme delivers a tailored learning and development programme designed to produce the following **benefits** to your staff and organisation:

- Improve the skills, knowledge and attitudes required to operate confidently, effectively and influentially in a multi-disciplinary environment.
- Increase confidence in communicating with and influencing senior colleagues and commissioners to enhance the delegate's role in the **World Class Commissioning** agenda
- To learn and use problems solving and decision making skills to initiate a **Service Improvement Project** which demonstrably improves the patient experience and working practice.
- Enable professionals to demonstrate their added value and the results achieved
- Demonstrate improved person organisation, planning and efficiency and use these skills to help reach performance objectives and achieve targets

Staff who attend the programme will have the opportunity to learn how to make sense of and cope with the World Class Commissioning agenda.

Return on Your Investment

The programme is specifically designed to achieve demonstrable benefits to the 'sponsoring' organisations as delegates are given the tools and then encouraged and coached to instigate and follow through a Service Improvement project.

The payback for the organisation and the patients is usually measureable in both qualitative and quantitative terms as seen from the following examples of successfully delivered Service Improvement Projects focussed on improving patient care.

- 1. Increase support to patients with testicular cancer**
Before the projects patients were 'missed' as small numbers were spread between different clinics. Now the CNS is alerted and referrals have increased and the pathway improved.
- 2. Improving discharge information**
An A4 checklist has been developed and it is used on the ward to ensure all information given is backed up by ward teaching
- 3. Developed a business case and protocols** for a nurse led clinic
- 4. Survivorship support group set up** and patients at high risk of cancer provided with CNS contact details – endoscopy department records what the patient has been told
- 5. Improve the patient experience and reduce the number of cancelled operations** by introducing a pre-operative co-ordinating care nurse role developed to ensure continuity in pre-op planning
- 6. Increasing the availability of the team to advise and support without increasing the cost to the service.** Flexible work rotated by team members to ensure one member of the team is available in the early evening so more accessible to primary care staff and relatives
- 7. Development and implementation of the HEAT campaign** to reduce neutropenic deaths through an education campaign
- 8. PGD** which will allow the nurse to administer the first dose of antibiotics for patients who are undergoing chemotherapy and who are at risk of developing life threatening infections. **This will reduce the length of stay in hospital and save lives.**

Programme Overview

- 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

- 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>)

The programme can also be run for you 'in-house' at a discounted rate.

*Session equals a workshop or coaching call

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.

If you require further information about the programme or to discuss the in-house option please contact:

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or

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

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- ii. "Organisation/Individual" shall mean the organisation or individual entering into this agreement for training.
- 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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- i. Should Wizcomm find it necessary to cancel or postpone any programme or session, the Organisation or Individual will be offered an alternative programme, session or a full refund of fees.
- ii. Wizcomm reserves the right to provide an alternative venue and presenter or instructors.

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- i. Between 28 and 14 days before the commencement of the programme, 50% of the fees.
- ii. Within 13 days before commencement of the programme, 100% of the fees.

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