

Short Leadership & Staff Development Programmes.

Supported by workbooks, toolkits
and free on-line resources.

Face to face workshops, Virtual Classroom Zoominars™ and *FastClass*™
learning options.

Programme content supports ILM, AMSPAR, City & Guilds & CMI qualifications at
levels 3, 5 & 7



Choose from a wide range of impactful and engaging short development programmes for staff at all levels – from strategic to operational, and interpersonal skills.

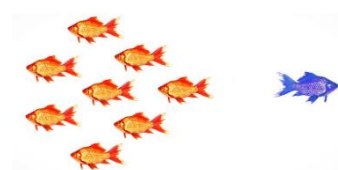
All are supported by world class learning materials and many are benchmarked against nationally accredited qualifications from ILM, CMI, City & Guilds & AMSPAR.

Most programmes incorporate free toolkits to facilitate embedding the learning in the workplace and access to our world class Learning Management System.

Delivery by Virtual Classroom Zoominar™
Call today to find out more!



Cherith Simmons Learning & Development LLP
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Creating **CLEVER** Leadership



Apprenticeships



CMI



Choose from these great face to face or virtual programmes

Strategic Management

- Away days
- Working in partnership and collaboration
- Building the High Performing Organisation

Operational Leadership and management

- Leadership, Team Building & motivation
- Change Management & decision taking
- Recruitment Selection and Interviewing
- Performance management
- Time management & delegation
- Training & induction
- Chairing meetings
- Conflict resolution
- Communication skills
- Marketing essentials
- Service improvement
- Commissioning & procurement
- Improving customer care
- Telephone skills for customer facing staff
- Contract management essentials
- Bid writing
- Project management essentials including Risk Management

Legal & Finance

- Business & financial planning
- Finance for non-financial managers
- Setting & controlling budgets & cost benefit analysis
- Employment law
- Equal opportunities & valuing diversity
- Child protection - safeguarding
- Deprivation of liberty
- Health & Safety essentials
- Information governance and GDPR

Personal skills development

- Assertiveness and interpersonal skills
- Coaching & mentoring
- Handling difficult situations
- Influencing and negotiation
- Stress management
- Meeting skills
- Presentation skills (including PowerPoint)
- Train the trainer
- Report writing
- Emotional Intelligence, wellbeing & mindfulness
- Minute taking
- Facilitation skills

Healthcare Programmes

- Medical ethics
- Medical terminology
- Chaperoning
- Summarising
- Read coding

Improving quality and productivity in Primary Care – 10 High impact actions

- Signposting
- Using new consultation types
- Reducing DNAs
- Making work flows productive
- Personal productivity
- Partnership working for practices
- Social prescribing
- Supporting self-care
- Developing QI expertise

Developing the team –

- Practice away days
- 5-day practice management essentials
- 3 Day Business development programme
- AMSPAR/ILM/CMI Level 3/5 Management Diplomas funded through the Apprenticeship Scheme for existing managers – up to £7,000 funding per manager

Longer programmes and qualifications

- Management apprenticeships at levels 3,5, & 7
- Management qualifications at levels 2 – 7 accredited by ILM/CMI/City & guilds
- Service Improvement qualifications and consultancy
- Coaching and competence development
- 360 online assessment



Design and tailoring

Programmes will be designed in partnership with you and tailored to your values, environment and current ways of working by integrating your policies, procedures, protocols and forms where appropriate.

Workshops will equip managers with:

- examples of best practice and proven methodologies
- a range of tools and techniques to use in the workplace
- the ability to deliver demonstrable improvements in individual, team and organisational performance

Delivery, style and structure



Delivery is by virtual classroom half or full day Zoominars™ and is **highly interactive and engaging** - asking participants to challenge their current ways of working.

Our approach enables participants to share existing experience and practice new methodologies in a safe environment. Programmes contain a combination of theory, practical exercises, case studies and group discussion. Action planning sessions are incorporated to help participants apply techniques developed to the workplace.

Workshops are delivered by tutors who are highly experienced in the health, public, private and not for profit sectors. Workshops include individual, syndicate and group work interspersed with video and paper-based case studies, exercises and simulations

Learning materials



All learning materials are provided within the delivery cost. Participants simply log on our Learning Management System – FlexiLearner – to access workbooks and online resources, which extend the learning before and after the workshop. The workbooks contain ready to use **management toolkits** which can be applied immediately in the workplace.

Programme management and administration – a one number service

Our dedicated Client Services Managers will be responsible for:

- scheduling and booking venues where appropriate
- providing a help desk for learners
- maintaining records of attendance
- collating evaluations
- acting as the first point of contact for the client and programme members

Cost effective

All our programmes are designed to produce practical and measurable impacts in the workplace. Our prices are competitive and will include VAT where appropriate. There are no hidden extras.

Get in touch today!

01932 856565

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Programme titles	Virtual Classroom	Zoominar™	Face to face
	3 hr FastClasses™	1 Day	1 Day
Strategic Management			
▪ Away days			✓
▪ Working in partnership and collaboration	✓	✓	✓
▪ Building the High Performing Organisation	✓ (2 parts)	✓	✓
Operational Leadership and management			
▪ Leadership, Team Building & motivation	✓	✓	✓
▪ Change Management & decision taking	✓ (2 parts)	✓	✓
▪ Recruitment Selection and Interviewing	✓ (2 parts)	✓	✓
▪ Training & induction	✓ (2 parts)	✓	✓
▪ Performance management	✓✓ (2 parts)	✓	✓
▪ Time management & delegation	✓	✓	✓
▪ Chairing meetings	✓	✓	✓
▪ Conflict resolution	✓	✓	✓
▪ Communication skills	✓	✓	✓
▪ Marketing essentials	✓	✓	✓
▪ Service improvement		4 days	4 days
▪ Commissioning & procurement	✓ (2 parts)	✓	
▪ Improving customer care	✓ (2 parts)	✓	✓
▪ Telephone skills for customer facing staff	✓	✓	✓
▪ Contract management essentials	✓	✓	✓
▪ Bid writing	✓ (2 parts)	✓	✓
▪ Project management essentials including Risk Management	✓ (2 parts)	✓	✓
Legal & Financial			
▪ Business & financial planning		✓	✓
▪ Finance for non-financial managers	✓	✓	✓
▪ Setting & controlling budgets & cost benefit analysis	✓	✓	✓
▪ Employment law	✓ (2 parts)	✓	✓
▪ Equal opportunities & valuing diversity	✓	✓	✓
▪ Child protection - safeguarding	✓	✓	✓
▪ Deprivation of liberty	✓	✓	✓
▪ Health & Safety essentials	✓	✓	✓
▪ Information governance and GDPR		✓	✓
Personal skills development			
▪ Assertiveness and interpersonal skills	✓	✓	✓
▪ Coaching & mentoring	✓	✓	✓
▪ Handling difficult situations	✓	✓	✓
▪ Influencing and negotiation	✓ (2 parts)	✓	✓
▪ Stress management	✓	✓	✓
▪ Meeting skills	✓	✓	✓
▪ Presentation skills (including PowerPoint)	✓ (2 parts)	✓	✓
▪ Train the trainer	✓ (2 parts)	✓	✓
▪ Report writing	✓	✓	✓
▪ Emotional Intelligence, wellbeing & mindfulness	✓ (2 parts)	✓	✓
▪ Minute taking	✓	✓	✓
▪ Facilitation skills		✓	✓
Healthcare Programmes			
▪ Duty of candour	✓	✓	✓
▪ Medical ethics	✓	✓	✓
▪ Medical terminology	✓	✓	✓
▪ Chaperoning	✓	✓	✓
▪ Summarising	✓	✓	✓
▪ Read coding	✓	✓	✓
Improving quality and productivity in Primary Care – 10 High impact actions–			
▪ Signposting	✓	✓	✓
▪ Using new consultation types	✓	✓	✓
▪ Reducing DNAs	✓	✓	✓
▪ Making work flows productive	✓	✓	✓
▪ Personal productivity	✓	✓	✓
▪ Partnership working for practices	✓	✓	✓
▪ Social prescribing	✓	✓	✓
▪ Supporting self-care	✓	✓	✓
▪ Developing QI expertise		✓	✓
Developing the team - Practice away days			
▪ 5-day practice management essentials		✓	✓
▪ 3-day Business development programme		✓	✓
▪ AMSPAR/ILM/CMI Level 3/5 Management Diplomas funded through the Apprenticeship Scheme for existing managers – up to £7,000 funding per manager		✓	✓