



Health & Human Services

Re-engineer Your Workforce Capabilities & Capacity to Excel Under Pressure

TRAINING

Effective & Resourceful Solutions to Empower Your Healthcare Workforce During Crisis



Facilitated by
DR GARY DAY

Adjunct Professor - Health Services Management & Economics
Gulf Medical University

Online → 11 August - 18 August 2022 | 10am - 2.30pm



PUBLIC
SECTOR
NETWORK
Corporation



Effective & Resourceful Solutions to Empower Your Healthcare Workforce During Crisis

Healthcare in Australia is amid a significant transformation, and the impact of these changes on the existing healthcare workforce is substantial and long term.

The last two years have been extremely challenging for both health managers and their teams. Unless you have worked in a war zone or a major natural disaster, it is unlikely you have had to experience such prolonged and intense pressure. This once-in-a-career healthcare landscape has provided the perfect conditions to challenge our thinking about how to manage staff and services within a resource poor, chaos rich setting. Leaders need to be agile to adapt rapidly to changing contexts. This comes with its challenges to keep teams focused, whilst at the same time working with limited resources to meet the array of health outcomes that is demanded of us by our patients, community, and government agencies.

In this eight-hour workshop, you will be given proven and tailored frameworks and activities. You will be expertly guided on how to lead your team through stress, situations of limited resources, and tight timelines to achieve the optimal in healthcare operations and patient outcomes. Through an innovative mix of presentations, interactive group exercises and expert feedback, this training is designed to ensure you and your workforce is capable of delivering outstanding service and outcomes and is resilient in the face of the tomorrow's healthcare landscape. Participants will be able to work through current challenges and develop tailored personal and team action plans to increase the capacity and capabilities of their teams.

Here's to making the most of what we have now and future-proofing people-leadership, the engine of Australia's healthcare.

Not Just a Training Session

Walk away better equipped to overcome internal and external pressures that impact the capability and capacity of health teams, particularly exacerbated by the COVID pandemic

Develop new skills, strategies, and action plans to increase your leadership effectiveness to help improve the capability and capacity of your teams, whilst engaging them in the process

Discover and apply implementable practices, proven methodologies, and frameworks to enhance team performance, resilience and reducing staff turnover

Access 1-on-1 expert advice and guidance from your trainer and hours of deep-dive peer-to-peer sound boarding, all tailored to your own organisational challenges

Leave with access to course content pack including slide decks, session recordings and expanded network of like-minded health professionals

Who Attends

This training has been specifically designed for unit and departmental managers and aspiring leaders in public sector healthcare sector looking to expand their capacity to enable and lead workforce excellence and performance during times of pressure.

Meet Your Facilitator



DR GARY DAY

Adj. Professor - Health Services Management & Economics
Gulf Medical University

Connect With Your Facilitator: [LinkedIn](#)

Professor Gary Day is a senior executive with over 35 years' experience in the healthcare industry, including roles such as Chief Executive Officer, Director, Project Manager, and Consultant, as well as a clinician, academic, researcher and author. Gary has worked in both the for-profit and not-for-profit health care sectors across three Australian States and has accomplished project lead roles in major infrastructure and change management, organisation-wide roles in workforce development and learning, medical education, innovative leadership capacity development, and culture change among middle and executive-level health service managers.

In the healthcare space, Gary has performed a significant amount of research into topics including health bureaucracies, organisational resilience, work values, organisational commitment, and job involvement of workers, plus developing leadership capacity, health manager ethical decision-making frameworks and transformational learning. Gary has published numerous book chapters and peer-reviewed research articles and has undertaken health policy, systems consultancies and writing in Australia, Vietnam, China, Singapore and the Middle East.

Professor Day has developed and delivered high impact leadership development programs both in Australia as well as internationally. Through his learnings from his programs, he has led a multi-disciplinary team through the COVID-19 pandemic and implemented a range of innovative approaches to help the team thrive during one of the most challenging periods in recent memory.

As a Fellow of the Australasian College of Health Service Management, some of Gary's recent professional activities include Editor-In-Chief at the Australian Health Review, National Board Member of the Australian Healthcare and Hospitals Association, and the Chair - Clinical Risk and Audit Committee at the Adelaide Public Health Network.

Preparation

This workshop is highly interactive with group activities and discussions throughout. Come prepared with some current challenges you are facing in your organisation.

To participate you'll need:

- A computer with camera and microphone
- Strong internet connection
- Quiet, well-lit space
- Current challenges you are facing

Gary provides engaging tailored workshops and practical solutions to workplace problems. Like these recent testimonials, you will be expertly guided through the two-session workshop by an experienced facilitator and walk away with new insights and tools to energise you and your teams.



Positive energy is the phrase that comes to mind when I think about Gary. I saw Gary provide his team with the scope and space to be creative, always on the lookout for solutions that fostered long-term success. Above all, I was impressed with Gary's ability to challenge his team members by setting high but attainable standards and expectations, and then giving them the support, tools, training, and latitude to pursue those goals.

KH, academic

Explore the Agenda

Day 1 | Thursday, 11st August 2022

Module One

10:00am Opening and Introduction

10:10am **Scene Setting: What has changed in managing health teams over the last 2 years? Is this the new 'normal'?**

Participants will explore a range of broader health system, workforce and management challenges framed from the events over the last two years. This provides context for the remainder of the workshop and the development of applied knowledge on team and personal performance.

- How has COVID-19 impacted health services worldwide?
- Explore the global health landscape and how this impacts the local health workforce
- Unpack and discuss how the last two years have impacted your team in terms of pressure, outcomes and teamwork
- Identify and discuss what has changed for you as a manager or future manager

10:50am **Pressure: What does pressure do to team performance?**

- What happens when you put a team under pressure?
- Learn how to reduce pressure prioritizing your priorities using the Eisenhower Matrix
- Diagnose the difference between team stress and distress and what to do about it
- Identify self-imposed stress in your team and yourself and be introduced to strategies to minimize this negative emotion

11:30am **Breakout session: Tools to Manage Your Team Under Pressure**

This breakout session is designed for you to apply specific tools and consider management solutions by:

- Explore the CUSP Framework to manage a pressured team
- Applying the CUSP Framework to your own team
- Peer learning, debriefing and sharing views & experiences

12:00pm **Lunch Break**

12:30pm **Resilience: A Cornerstone for Team Effectiveness**

There is an ever-increasing body of knowledge highlighting the importance of resilience in effective team functioning. In this session you will:

- Explore the importance of building resiliency in your team to vaccinate against pressure
- Unpack useful management tools such as the Resilience Inventory, storytelling and sensemaking to strengthen the resilience of your team to increase capability
- Discuss practical solutions from the field on how to maintain resiliency in your team

1:00pm **A Resilient Team Needs a Resilient Manager**

Key outcome for this session is to focus on your role as a manager and introduce tools to improve your resiliency and leadership effectiveness.

- What are the key characteristics of a resilient team?
- Explore your own approach to self and resiliency by undertaking an Ikigai activity
- Undertake the Resiliency Inventory on yourself and debrief with participants



Committed to deliver value to his organisation is what defines Professor Gary Day to me. He is a well renowned healthcare executive with an excellent background in hospital management, research and education...I'm impressed by his ability to deliver strategic and tactical solutions to complex situations and at the same time enforce his team members to perform at their highest capabilities.

BH, Health district CEO

Day 2 | Thursday, 18th August 2022

Module Two

10:00am **Review Module 1 – Emphasis on the challenges faced & experience since previous module**

10:15am **Increasing Capability and Capacity of the Team:**

In this session, we will explore practical solutions that you can employ with your team to increase their capability and capacity. The session will include:

- Practical solutions on getting the best out of your team when they are working remotely or are geographically dispersed
- Getting team buy-in and cohesion in your team by using a team “shared vision” exercise
- Diagnose your team’s capability and capacity using Lencioni’s 5 Team Functions Inventory

11:15am **Keeping your Team together: Decreasing Turnover and Increasing Retention During Times of Pressure:**

Workforce stability is critical during times of pressure and resource strain. This session will present practical solutions to the constant management challenge of retaining great staff by focussing on practical solutions aimed at increasing the team culture as a way of creating high functioning work and stable work teams, including:

- The use of Appreciative Enquiry as a tool for positive reinforcement
- Exploring the concept of coaching and mentoring rather than managing during a time of pressure or crisis
- Practical approaches of turning conflict into creative tension

12:00pm **Lunch Break**

12:30pm **Breakout session: Tools for the Leaders of the Future**

If the recent pandemic has taught us anything, it is that health service managers need to be agile and develop a range of skills to increase their own effectiveness as well as the capability and capacity of their teams. In this session, participants will be introduced to a range of skills that will assist them as frontline managers including:

- Activities to increase Intellectual Flexibility
- Develop skills in political astuteness to improve your ability to navigate the world of work
- Unpack key learnings on how to lead others successfully through change

1:30pm **Putting It All Into action**

Over the course of the two workshop modules, participants have been introduced to over 18 frameworks, activities, and skills. In this session you will bring the two days together to develop a personal and team action plan, considering key areas of growth and development to take you and your team forward, including:

- Develop a plan to improve three areas in your own management over the next 100 days
- Create a three-point action plan to increase the capacity and capability of your team over the next 100 days
- Design strategies to hold yourself and hold your team to account for the action plan
- Discuss and debrief with participants

2:15pm **Review and Wrap up**

2:30pm **Module 2 and Training Finish**

CONNECTING GOVERNMENT
WWW.PUBLICSECTORNETWORK.CO

AUSTRALIA / NEW ZEALAND

P +61 2 9057 9070

E info@publicsectornetwork.co

USA / CANADA

P +1 (647) 969 4509

E contact@publicsectornetwork.co

CLICK HERE TO REGISTER



PUBLIC
SECTOR
NETWORK



JOIN THE SOCIAL LEARNING PLATFORM FOR FREE AT WWW.PUBLICSECTORNETWORK.CO