

# Managers' Development Network



# NEWS



JUNE 2008

## Network attracts 1,000 members in first year

At the end of the Managers' Development Network's first year of full operation, its membership database stands at over 1,000 - with more members joining every month - and over 600 individual managers have attended Network events so far. These are just some of the facts highlighted in the MDN annual report, which show how quickly the Network has become an essential learning and support tool for health and care managers in Scotland since the first Regional Facilitators were appointed in March 2007. MDN events have not only dealt with a wide range of key management and leadership topics, from mentoring to conflict management, they have also provided managers with a valuable space to meet each other and share thoughts, ideas, problems and good practice.

In the main, MDN members work in management posts in hospitals, primary and community care, general practice and at NHS board headquarters. At only 10 per cent of the current membership, managers from dentistry, pharmacy and social care are under-represented; increasing involvement from those service areas will be one of the challenges for the MDN in 2008/09.

With MDN Facilitators now in place for every region of Scotland, each planning full events programmes for the latter half of 2008, if you haven't already joined the Network, now's the time to do so. If you're already a member, tell your colleagues - or better still, bring them along to the next event in your area. The more people who are involved, the more effectively the Network will be able to fulfil its purpose of opening up new networking, training and development opportunities for Scottish managers.

User feedback is also crucial to the Network's ongoing success. If you have any thoughts - positive or negative - about an MDN event you've attended; if something has stopped you attending an event or signing up so far; or if there's a particular topic you want to see covered in your area, please do tell your local Facilitator. **It's your Network; make it work for you.**

## EVENTS DIARY

A selection of forthcoming MDN events are below, with full details available from the contact person listed. If events in your local area are not listed here, contact your local Facilitator. Meetings are free of charge and open to all Scottish health and care managers.

### June

**Thu 12** - Ayrshire & Arran - **Making the most of your Network**, with Jenny Copeland, Organisational Development Lead - 12-2pm, Gables Lodge Hotel, Irvine - [annieclark1@btinternet.com](mailto:annieclark1@btinternet.com)

**Fri 13** - Lanarkshire - **Working within your limits but still exceeding your expectations**, with Jim Leishman MBE - 12-2pm, Chatelherault Country Park - [Madeleine.obrien@ihmscotland.co.uk](mailto:Madeleine.obrien@ihmscotland.co.uk)

**Wed 18** - Lothian - **The Leadership Programme**, with Donald Cameron, NES - [beverley.beasant@nes.scot.nhs.uk](mailto:beverley.beasant@nes.scot.nhs.uk)

**Wed 25** - Highland - **Emotional Intelligence**, presented by Joyce Brown - 12-2pm, Tulloch Castle Hotel, Dingwall - [charlotte@gp55751.highland-hb.scot.nhs.uk](mailto:charlotte@gp55751.highland-hb.scot.nhs.uk)

**Network events programmes for autumn/winter 2008 are currently being developed in each region. Please contact your local MDN Facilitator if you wish to contribute ideas or suggestions for events in your area.**

## Successful Launch in NHS Greater Glasgow and Clyde

Peter O'Hagan, MDN Facilitator for Greater Glasgow and Clyde, reports from the first Network event in that region.

"The first Managers' Development Network in NHS Greater Glasgow and Clyde was held on Tuesday 20<sup>th</sup> May at the Campanile Hotel. The network is strongly supported by the Chief Executive, Tom Divers, and his team and an excellent turnout of over 50 managers attended the first event of the network.

Jim Leishman MBE was the guest speaker at the breakfast event and it proved to be both innovative and participative, with some key messages for those attending. Who will forget the three/four football stars from the audience with the imaginary football or Jim's poems?

Some of the key messages from the session were:-

Reliability, honesty and trust are key; Build the team; Individual motivation and preparation help to build success; Character and attitude are important - be yourself; Be 'in the room' and stay focused; Be consistently good at your job; Set realistic targets, adjust as necessary and believe you can achieve; Wisdom of the bible and spiritual leaders can be applied in today's business work; Create honesty sessions and encourage feedback - follow up on suggestions."

Peter is now developing the autumn programme of Network meetings, to commence in September. If you would like to talk to Peter to discuss the autumn programme, please contact him at the details in the box below.

## Using technology better is key priority for MDN

A major area of future development for the Network over the coming year is the use of technology to improve communication, open up new ways for managers to network and overcome the perennial difficulties caused by Scotland's geography.

The first area for progress is greater use of videoconferencing - now a relatively 'old-tech' method, but one which has perhaps still to be exploited as fully as it could be for training and development purposes. Videoconferencing is particularly important for the island health boards, who have long made use of this facility, but it also has considerable potential to reach managers in the more remote areas of the mainland. North Region MDN Facilitators, Brian and Charlotte, have already provided videoconferencing for several events and are open to requests for it to be used for events covering particular topics. One considerable drawback of videoconferencing is its expense; it is most cost-effective if as many people as possible can benefit when the facility is provided.

Another technological development under exploration is the creation of an online discussion forum for Network members. The beauty of this is that, not only can any manager in any location take part, but also that users are not restricted to any particular topic, but can start discussion threads on any subject they choose. If you would like to share ideas or expertise in this area, contact your local Facilitator.

## CONTACTS

### your local Managers' Development Network Facilitators:

Highland, Grampian, Tayside, Western Isles, Shetland, Orkney, NHS QIS:

Charlotte Leggatt - 01463 793400/07967 843296, [charlotte@gp55751.highland-hb.scot.nhs.uk](mailto:charlotte@gp55751.highland-hb.scot.nhs.uk)

Brian Blake - 01382 632001/07768 264628, [brian.blake@nhs.net](mailto:brian.blake@nhs.net)

Fife, Lothian, Borders, NSS, NES, Scottish Ambulance Service:

Beverley Beasant - 01382 496359/07747 792210, [beverley.beasant@nes.scot.nhs.uk](mailto:beverley.beasant@nes.scot.nhs.uk)

Greater Glasgow & Clyde: Peter O'Hagan - 07826 876295, [Peter.OHagan@ihmscotland.co.uk](mailto:Peter.OHagan@ihmscotland.co.uk)

Lanarkshire, Golden Jubilee Hospital, State Hospital, NHS24: Madeline O'Brien - 0141 9421167/07826 876296, [Madeleine.OBrien@ihmscotland.co.uk](mailto:Madeleine.OBrien@ihmscotland.co.uk)

Dumfries & Galloway, Ayrshire & Arran: Ann Clark - 07500 122 504, [annieclark1@btinternet.com](mailto:annieclark1@btinternet.com)