

Managers' Development Network



NEWS



DECEMBER 2008

Good management 'crucial to patient care'

2008 has seen the Managers' Development Network firmly consolidated as a core provider of CPD activities for healthcare managers in Scotland, with facilitators appointed in all regions, an increasing online presence, and a substantial increase in the number and range of events taking place across the country.

Addressing IHM Scotland's recent annual conference, Malcolm Wright, chief executive of NES and IHM Scotland chair, provided a reminder of why the MDN was established in the first place and why he considers it to be such an important development for the quality of Scottish healthcare management. Emphasising the importance of good management in delivering high quality patient care, Malcolm argued that the public has a right to expect good management and that managers, as individuals and jointly as a staff group, "need to be serious about demonstrating our professionalism", particularly when NHS management is amongst the last remaining unregulated health professions. Central to this seriousness is a commitment to undertake ongoing personal and professional development activities.

The MDN provides an easily accessible way to improve and update your professional skills and knowledge: events are free, in locations across Scotland, cover a wide variety of topics, and are open to all managers. If you haven't been to an MDN event yet, make it your New Year's Resolution to try one in 2009.

EVENTS DIARY

A selection of forthcoming MDN events is below, with full details available from the contact person listed, on attached flyers and at www.ihmscotland.co.uk/mdn/events.php. 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.

Fri 5 Dec - Lothian - Managing Conflict 2: Resolving conflict through mediation, with Joyce Brown, Balkello Consulting - 1.30-4.30pm, Lister Institute, Edinburgh - beverley.beasant@nes.scot.nhs.uk

Mon 8 Dec - Fife - The role of personal and professional development in leadership, with Malcolm Wright, NES - 12-2pm, Queen Margaret Hospital, Dunfermline - beverley.beasant@nes.scot.nhs.uk

Tue 9 Dec - Glasgow - Meetings...not more bloody meetings, with Dawn Broadberry, Broadberry Consulting - 8-10am, Campanile Hotel, Glasgow - peterlinn@aol.com

Wed 10 Dec - Borders - Managing Conflict 2: Resolving conflict through mediation, with Joyce Brown - 1.30-4.30pm, Tweed Horizons, Newton St Boswells - beverley.beasant@nes.scot.nhs.uk

Mon 15 Dec - Ayrshire & Arran - Round table event, with members of NHS Ayrshire & Arran senior team - 12-2pm, Gailles Lodge Hotel, Marine Drive, Irvine - annieclark1@btinternet.com

2009

Thu 29 Jan - Lanarkshire - Emotional Intelligence, with Eddie Cochrane, Edinburgh University Business School - 12-2pm, Strathclyde Hilton Hotel, Bellshill - Madeleine.O'Brien@ihmscotland.co.uk

Thu 5 Mar - Dumfries & Galloway - Organisational Change—Words that Change Minds, with Suzanne Neville, PeopleMatters - 12-2pm, Browne House, Crichton Campus - annieclark1@btinternet.com

Wed 11 Mar - Lanarkshire - The Manager as Coach, with John Armstrong, in Track Coaching and Training - 12-2pm, Holiday Inn, East Kilbride - Madeleine.O'Brien@ihmscotland.co.uk

Thu 12 Mar - Dumfries & Galloway - Organisational Change—Words that Change Minds, with Suzanne Neville, PeopleMatters - 12-2pm, Bruce Hotel, Newton Stewart - annieclark1@btinternet.com

News from the South East

This month, it's the turn of the South East region MDN to share some feedback from some of its recent events. Facilitator Beverley Beasant reports:

"The South East MDN kicked off their Autumn Programme with an interactive and very enjoyable meeting looking at "Understanding Work Styles: One Answer to the People Puzzle" led by Dawn Broadberry. Feedback from the event included comments such as: "Very relevant topic, thanks"; "Great to gain reassurance about relationships at work relating to work styles"; "Very stimulating"; "It has given me a better insight to my teams"; "Brilliant, more please." In October Joyce Brown returned by popular demand to look at Mediation in Managing Conflict. The first session in Fife proved to be very interactive, with our participants entering into the spirit of the role play. Some could say "RADA here we come!" but thankfully they were all still talking to each other by the end of the session. Watch out Lothian and Borders, Joyce is coming to you later in the year!"

See page 1 and the attached flyers for details of Joyce's forthcoming appearances in Lothian and Borders. Both Joyce Brown and Dawn Broadberry are regular speakers at MDN events across Scotland, and managers who have attended have found their workshops to be both insightful and informative. The MDN Facilitators are also always finding new speakers and trainers to lead MDN events: **if you've heard or heard of a speaker who you think could help healthcare managers in your area in their professional development, let your local facilitator know.**

The word is: feedback, feedback, feedback!

The Managers' Development Network is **your** network: it is designed to be led by the real experiences, views and professional needs of managers working in all healthcare sectors in all kinds of Scottish communities. The Regional Facilitators are just that - facilitators, there to translate what their management colleagues tell them about what they need into convenient and practical learning opportunities. That's why your feedback is so essential.

The more information that the Facilitators receive, the more accurately the events they organise will reflect what managers want - so tell them what you think. Have you attended an MDN event recently? Did it meet your expectations? What worked well? What wasn't so successful? How should it be followed up?

Equally, if you haven't attended an event in your area, why is that? Is it a problem with location, timing, the amount of information available? Have the topics been ones that don't interest you? If so, what would areas of management practice and theory would you personally like to know more about?

You can contact all of the Facilitators directly at the email addresses listed below, or if you are in the North region, post your feedback online at <http://mandevnet.wordpress.com>.

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

Brian Blake - 01382 632001/07768 264628, brian.blake@nhs.net

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

Beverley Beasant - 01382 496359/07747 792210, beverley.beasant@nes.scot.nhs.uk

Greater Glasgow & Clyde: Peter O'Hagan - 07826 876295, peterlinn@aol.com

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

Dumfries & Galloway, Ayrshire & Arran: Ann Clark - 07500 122 504, annieclark1@btinternet.com