



## Target Audience

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Managers across a range of Housing, Health and Social Care settings.

Real-life examples from managers of organisations rated 'good' and 'outstanding' are used to show what is needed to achieve and sustain high standards to deliver high-quality, person-centred care. This course will support learners to gain a very clear understanding of what well-led looks like and the impact of being able to lead high performance teams to find solutions to improve the quality of care.

**This course is delivered using a range of methods and resources including:**

- ◆ Live tutor facilitation, questionnaires, interactive polls, questioning and participation and an end of module assessment.

**This course has been developed and mapped to current occupational standards, qualification frameworks and the following documents and resources:**

- ◆ The Leadership Qualities Framework

## Course Content

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- ◆ Understanding your own team
- ◆ The characteristics of high performing teams
- ◆ Leading high performing teams
- ◆ Managing performance
- ◆ Having courageous conversations

## Learning Outcomes

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**After attending this day, learners will be able to:**

- ◆ Describe how to understand your own team
- ◆ List the characteristics of high performing teams
- ◆ Explain how to lead a high performing team
- ◆ Explain how to manage your own and your team's performance
- ◆ Describe how to have courageous conversations

**Duration: 7 Hours**