



Learning & Development Programme Portfolio 2026 - 2027



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Fundamentals of Leadership & Management: Introduction to Performance Management

Introduction

'Introduction to Performance Management' is one of the five core modules within the *Fundamentals of Leadership and Management programme*. Aligned to the Fundamental stage of the Leadership and Management Framework, this course is designed to build essential knowledge and confidence.

The course explores how line managers can create a culture of clarity, fairness and continuous improvement. Learners will gain an understanding of how performance expectations are set, measured and evaluated in practice. The course also highlights how timely intervention and supportive management can help maintain and improve performance.

This module supports you to understand the line manager's role in performance management. You will learn how to set objectives, set and measure performance standards, identify areas and causes of under-performance and identify methods to restore performance to acceptable levels.

Suitable for

All staff with particular value for those aspiring to management or leadership roles.

Learning Outcomes

- Understand the role of the line manager in effective performance management
- Set and monitor clear performance standards
- Apply fair, objective measures to assess performance
- Set SMART objectives to support individual and team performance
- Identify the causes and indicators of under-performance
- Select and use appropriate methods to restore performance to acceptable levels

Programme Content

- Managing people and resources
- Performance and delivery
- Manage and measure performance
- Support colleagues by providing regular constructive feedback, recognizing good work and addressing performance issues promptly and compassionately

Awarding body

None

Duration

Half a day

Method of Assessment

No formal assessment

Note

This programme is made up of five face-to-face workshops.

You can attend any of the '*Fundamentals of Leadership and Management*' workshops as stand-alone training sessions (and attend in any order).

To complete the full course and gain recognition for your learning, you will need to complete the following other modules:

- Motivation and Engagement
- Giving Effective Feedback
- Managing Conflict
- Developing your Leadership Styles & Behaviours

Fundamentals of Leadership & Management: Motivation and Engagement

Introduction

'Motivation and Engagement' is one of the five core modules within the *Fundamentals of Leadership and Management programme*. Aligned to the Fundamental stage of the Leadership and Management Framework, this course is designed to build essential knowledge and confidence.

This course explores individual and team motivation and how individual differences shape employee engagement. Learners will gain insight into established motivation theories and how they inform management practice.

The course also highlights how engagement strategies can be used to improve motivation and workplace performance.

Suitable for

All staff with particular value for those aspiring to management or leadership roles.

Learning Outcomes

- Define the term motivation
- Identify factors that may affect motivation levels in the workplace
- Identify how individual differences affect levels of motivation in the workplace
- Understand recognized theories of motivation
- Apply knowledge of a theory of motivation to improve performance in the workplace
- Know how to effect employee engagement to increase motivation levels

Programme Content

- Managing People and Resources
- Building Teams
- Building Engagement
- Building Trust and Engagement – I am clear about what's expected
- Recognize success and learn from what doesn't go to plan

Duration

Half a day

Method of Assessment

No formal assessment

Note

You can attend any of the '*Fundamentals of Leadership and Management*' workshops as stand-alone training sessions (and attend in any order).

To complete the full course and gain recognition for your learning, you will need to complete the following other modules:

- Introduction to Performance Management
- Giving Effective Feedback
- Managing Conflict
- Developing your Leadership Styles & Behaviours

Fundamentals of Leadership & Management: Giving Effective Feedback

Introduction

'Giving Effective Feedback' is one of the five core modules within the *Fundamentals of Leadership and Management programme*. Aligned to the Fundamental stage of the Leadership and Management Framework, this course is designed to build essential knowledge and confidence.

The course provides an overview of effective feedback as a key tool for supporting performance and development. It explores how feedback can be delivered formally and informally to suit different situations.

Learners will develop confidence in using one-to-one conversations and structured feedback approaches. The course also introduces coaching-based techniques that can be used after delivering feedback.

Suitable for

All staff with particular value for those aspiring to management or leadership roles.

Learning Outcomes

- Understand the value of different types of feedback
- Identify the appropriate time, place and method when giving feedback
- Know what makes feedback meaningful
- Practise using feedback models to plan and deliver feedback
- Identify useful coaching-style questions to support feedback conversations

Programme Content

- Self-effectiveness
- Communicating well
- Communicate with clarity and purpose
- Communicate clearly and respectfully, using the right methods, data and information for the situation

Duration

Half a day

Method of Assessment

No formal assessment

Note

This programme is made up of five face-to-face workshops.

You can attend any of the '*Fundamentals of Leadership and Management*' workshops as stand alone training sessions (and attend in any order).

To complete the full course and gain recognition for your learning, you will need to complete the following other modules:

- Introduction to Performance Management
- Motivation and Engagement
- Managing Conflict
- Developing your Leadership Styles & Behaviours

Fundamentals of Leadership & Management: Managing Conflict

Introduction

'Managing Conflict' is one of the five core modules within the *Fundamentals of Leadership and Management programme*. Aligned to the Fundamental stage of the Leadership and Management Framework, this course is designed to build essential knowledge and confidence.

This course provides an overview of workplace conflict and its impact on individuals and team effectiveness. It explores how different conflict styles influence behavior and outcomes in challenging situations. Learners will gain insight into adapting their approach to manage conflict constructively.

The course also support self-reflection and personal development to build confidence in handling conflict at work.

Suitable for

All staff with particular value for those aspiring to management or leadership roles.

Learning Outcomes

- Understand the nature of conflict and its impact on individuals and teams
- Understand the reasons for conflict in the workplace
- Understand the benefits of flexing conflict styles in response to different situations
- Use a diagnostic tool to identify personal conflict styles
- Create a personal development plan to develop own conflict styles

Programme Content

- Managing people and resources
- Performance and delivery
- Managing conflict and sensitive conversations
- Handle sensitive conversations calmly and respectfully; act quickly to reduce conflict
- Listen to all parties

Duration

Half a day

Method of Assessment

No formal assessment

Note

This programme is made up of five face-to-face workshops.

You can attend any of the '*Fundamentals of Leadership and Management*' workshops as stand alone training sessions (and attend in any order).

To complete the full course and gain recognition for your learning, you will need to complete the following other modules:

- Introduction to Performance Management
- Motivation and Engagement
- Giving Effective Feedback
- Developing your Leadership Styles & Behaviours

Fundamentals of Leadership & Management: Developing your Leadership Styles and Behaviours

Introduction

'Developing your Leadership Styles and Behaviours' is one of the five core modules within the *Fundamentals of Leadership and Management programme*. Aligned to the Fundamental stage of the Leadership and Management Framework, this course is designed to build essential knowledge and confidence.

This course explores the distinction between management and leadership. It encourages learners to reflect on their own leadership style and how it impacts others.

The course highlights the importance of adapting leadership styles to suit different people and situations. Learners will also consider how to strengthen their leadership capability through personal development planning.

Suitable for

All staff with particular value for those aspiring to management or leadership roles.

Learning Outcomes

- Differentiate between the roles of a manager and a leader
- Understand that leadership behaviours sit along a continuum
- Apply learning to identify strategies to flex leadership style across different situations
- Identify personal leadership styles
- Create an action plan to develop and strengthen leadership styles

Programme Content

- Take accountability for my actions
- Self-effectiveness, responsibility and integrity
- Reflect on my actions, reactions and biases – both conscious and unconscious – to better understand and manage their impact on myself and others

Duration

Half a day

Method of Assessment

No formal assessment

Note

This programme is made up of five face-to-face workshops.

You can attend any of the '*Fundamentals of Leadership and Management*' workshops as stand alone training sessions (and attend in any order).

To complete the full course and gain recognition for your learning, you will need to complete the following other modules:

- Introduction to Performance Management
- Motivation and Engagement
- Giving Effective Feedback
- Managing Conflict

Applied Leadership & Management: Performance Conversations for Appraisals

Introduction

'Performance Conversations for Appraisals' is one of the five core modules within the *Applied Leadership and Management programme*. Aligned to the Stage 1 of the Leadership and Management Framework, this course is designed to build essential knowledge and confidence.

This course is specifically designed to support managers on how to undertake a meaningful appraisal including how this is undertaken at Barts Health, setting SMART objectives and the psychology of being a good manager.

Suitable for

All staff with particular value for those new to management or leadership roles.

Learning Outcomes

- Understand the purpose and value of effective performance conversations and appraisals in supporting appraisee's performance
- Identify the key components of a meaningful appraisal, including clear expectations, evidence of performance, and development planning
- Apply structured approaches to preparing for and conducting performance and appraisal conversations
- Use constructive feedback to support learning, engagement and ongoing development
- Recognize and respond appropriately to under-performance using fair supportive and value-based management approaches.

Programme Content

- Managing people and resources
- Performance and delivery
- Manage and measure performance
- Become clear about what's expected and embed this into meaningful appraisals, giving support, guidance and development opportunities – and address under-performance when necessary.

Duration

Half a day

Method of Assessment

No formal assessment

Note

This programme is made up of five face-to-face workshops. You can attend any of the *'Stage 1 Applied Leadership & Management workshops as stand-alone training sessions (and attend in any order)*.

To complete the full course and gain recognition for your learning, you will need to complete the following other modules:

- Introduction to Applied Leadership & Management (formerly Effective Managers' Training)
- Building Effective & Engaged Teams
- Coaching Style Conversations
- Sensitive & Challenging Conversations

For more information on e-learning, FAQs etc please follow this link:

<https://weshare.bartshealth.nhs.uk/appraisals>

Applied Leadership & Management: Introduction to Applied Leadership & Management (formerly “Effective Managers’ Training)

Introduction

‘Introduction to *Applied Leadership & Managers*’ is one of the five core modules within the *Applied Leadership and Management programme*. Aligned to the Stage 1 of the Leadership and Management Framework, this course is designed to build essential knowledge and confidence.

This programme enables you to put leadership and management learning into practice within your role.

Suitable for

The course is specifically designed for new managers and incorporates what it means to be a line manager at Barts’ Health, sharing the vision with your team, developing and retaining your team and sign posting to resources including further training ideal for new line managers.

Learning Outcomes

- Set objectives for individuals and teams that align with organizational goals and respond to service pressures
- Use organizational resources effectively to manage staff
- Know the development opportunities and career pathways available to myself and my team and promote a culture of continuous learning
- Create development plans for clinical and non-clinical staff, with measurable objectives that improve individual performance and service delivery

Programme Content

This module is link to the following competencies of the NHS Leadership and Management Framework:

- Personal impact
- Personal productivity and wellbeing
- Prioritise for personal productivity
- Prioritise tasks effectively and make sure the team and yourself have resources to deliver efficiently and on time
- Provide clear purpose, vision and deliverables

Duration

Half a day

Method of Assessment

No formal assessment

Note

This programme is made up of five face-to-face workshops.

You can attend any of the ‘*Stage 1 Applied Leadership & Management workshops as stand-alone training sessions (and attend in any order)*’.

To complete the full course and gain recognition for your learning, you will need to complete the following other modules:

- Performance Conversations for Appraisals
- Building Effective & Engaged Teams
- Coaching Style Conversations
- Sensitive & Challenging Conversations

Applied Leadership & Management: Building Effective and Engaged Teams

Introduction

'Building Effective and Engaged Teams' is one of the five core modules within the *Applied Leadership and Management programme*. Aligned to the Stage 1 of the Leadership and Management Framework, this course is designed to build essential knowledge and confidence.

This course provides an overview of how effective working relationships contribute to strong team performance. It explores the characteristics of teams and how they develop over time. Learners will consider how understanding team roles and dynamics can support better collaboration.

The course highlights how managers can adapt their approach to meet the needs of a changing, multi-generational workforce.

Suitable for

All staff with particular value for those new to management or leadership roles.

Learning Outcomes

- Discuss the benefits of effective working relationships
- Differentiate between a team and a group
- Apply Tuckman's model of team development to identify managerial actions that support teams at each stage
- Use Belbin's team roles model to inform effective distribution of work
- Analyse generational trends to understand how managers and leaders can adapt to evolving employee expectations

Programme Content

This module is link to the following competencies of the NHS Leadership and Management Framework:

- Managing people and resources
- Building teams
- Building engagement – help people feel involved, recognizing their strengths. Encourage teamwork, celebrate success and share what we've learned.

Duration

Half a day

Method of Assessment

No formal assessment

Note

This programme is made up of five face-to-face workshops.

You can attend any of the '*Stage 1 Applied Leadership & Management workshops as stand-alone training sessions (and attend in any order)*'.

To complete the full course and gain recognition for your learning, you will need to complete the following other modules:

- Performance Conversations for Appraisals
- Introduction to Applied Leadership & Management (formerly Effective Managers' Training)
- Coaching Style Conversations
- Sensitive & Challenging Conversations

Applied Leadership & Management: Coaching Style Conversations

Introduction

'Coaching Style Conversations' is one of the five core modules within the *Applied Leadership and Management programme*. Aligned to the Stage 1 of the Leadership and Management Framework, this course builds practical capability in using coaching as an everyday leadership approach.

This module develops leaders' ability to distinguish between fixing, advising and coaching, and to use a structured coaching approach (including GROW and a three-sentence coaching contract) to support colleagues to think clearly, take ownership and act.

Participants will practice disciplined listening, intentional questioning, and contracting conversations appropriately. This session also explores the 'belief cycle' and how underlying assumptions influence behavior and performance. Leaders will learn when coaching is helpful, and when a more directive approach is required.

Suitable for

All staff with particular value for line managers, aspiring leaders and those responsible for supporting performance, development and engagement within teams.

Learning Outcomes

- Differentiate clearly between fixing, advising and coaching in everyday leadership conversations.
- Contract and structure a coaching-style conversation using a simple, repeatable framework (e.g. GROW)
- Demonstrate disciplined listening and reduce the instinct to interrupt, rescue or provide premature advice
- Use open, probing and focused questions intentionally to support others to think, decide and act

- Recognise how beliefs influence behavior and use coaching prompts to explore underlying assumptions
- Identify when coaching is appropriate and when a directive or performance-based approach is required
- Commit to one specific coaching behavior they will implement within the next two weeks

Programme Content

This module is link to the following competencies of the NHS Leadership and Management Framework:

- Self-effectiveness, communicating well – communicate with clarity and purpose. 'I adapt how I communicate to suit the audience and situation – and ask for feedback to check people have understood'
- Managing people and resources, performance and delivery, manage and measure performance. 'I help colleagues succeed'. I am clear about what's expected and embed this into meaningful appraisals, giving support, guidance and development opportunities – and address under-performance when necessary'

Duration

Half a day

Method of Assessment

No formal assessment

Applied Leadership & Management: Coaching Style Conversations cont. . .

Note

This programme is made up of five face-to-face workshops.

You can attend any of the *'Stage 1 Applied Leadership & Management workshops as stand-alone training sessions (and attend in any order)*.

To complete the full course and gain recognition for your learning, you will need to complete the following other modules:

- Performance Conversations for Appraisals
- Introduction to Applied Leadership & Management (formerly Effective Managers' Training)
- Building Effective & Engaged teams
- Sensitive & Challenging Conversations

Applied Leadership & Management: Challenging and Sensitive Conversations

Introduction

'Challenging and Sensitive Conversations' is one of the five core modules within the *Applied Leadership and Management programme*. Aligned to the Stage 1 of the Leadership and Management Framework, this module supports leaders to regulate themselves under pressure, manage conflict constructively, and approach emotionally sensitive issues with dignity and professionalism.

Suitable for

This course is suitable for all staff with people management responsibilities. It is particularly valuable for new or aspiring managers, team leaders, and clinical leads who are required to address performance concerns, interpersonal conflict, disclosures or speaking-up matters.

Learning Outcomes

- Distinguish clearly between challenging and sensitive workplace conversations
- Regulate emotional responses under pressure using practical self-management techniques
- Apply the STEPS model to structure difficult conversations effectively
- Identify underlying causes of conflict using an inclusive, bias-aware lens
- Recognise the influence of hierarchy and power in sensitive situations
- Select appropriate informal and formal resolution routes
- Understand the purpose and function of the Freedom to Speak Up Guardian and speaking-up pathways
- Use language that de-escalates tension and protects dignity

Programme Content

This module is linked to the following competencies of the NHS Leadership and Management Framework. This workshop goes beyond scripts and focuses on behavior under pressure. Learners explore:

- The distinction between challenging and sensitive conversations
- Emotional regulation using the Chimp Paradox model
- The role of psychological safety in conflict resolution
- The STEPS conversation framework (Scene, Talk, Explore, Plan, Support)
- Underlying causes of conflict (including cultural, neurodiversity and caring responsibilities)
- The impact of unconscious bias and power dynamics
- Informal and formal resolution routes
- The role of the Freedom to Speak Up Guardian

Participants practice applying these tools through structured scenarios, role-play and reflection exercises.

Duration

Half a day

Method of Assessment

No formal assessment

Note

This programme is made up of five face-to-face workshops.

You can attend any of the 'Stage 1 Applied Leadership & Management workshops as stand-alone training sessions (and attend in any order).

Applied Leadership & Management: Challenging and Sensitive Conversations cont. . .

To complete the full course and gain recognition for your learning, you will need to complete the following other modules:

- Building Effective & Engaged Teams
- Performance Conversations for Appraisals
- Introduction to Applied Leadership & Management (formerly Effective Managers' Training)
- Coaching Style Conversations

Introduction:

This programme will help the development of comprehensive leadership and management skills enabling you to get to grips with your role as a line manager. You will benefit from working closely with your peers from across the organization and gain a greater understanding of the Trust and wider NHS. Our practical workshops are a blend of theory and practical application and will equip you with the tools and techniques to manage and lead compassionately, effectively and inclusively.

Suitable for:

For managers with little or no previous leadership and management training or development. Participants must have line management responsibilities for a team and be able to influence and implement change based on the learning acquired through attending the programme.

Learning Outcomes:

- Understand the implications of own leadership styles on self and organization.
- Understand how to develop own leadership style and effectiveness.
- Explain the importance of promoting personal development.
- To be able to plan for an individual's development.
- Be able to evaluate the importance of effective communication in a management context.
- Understand and explain the organization's induction process.
- Evaluate the effectiveness of an induction process.

Programme Content:

- Module 1 - Management communication.
- Module 2 - Developing people in the workplace.
- Module 3 - Developing your leadership style.
- Module 4 - Understand the induction of new staff in the workplace.
- Module 5 - Giving briefings and making presentations.

Method of Assessment:

You will be required to complete a written assignment for Modules 1-4 of between 2000-3000 words each. Modules 5 will be assessed by an assessment day where you will deliver a presentation that you have designed.

Duration: (10 days in total)

Induction: Half a day

Module 1: Two consecutive days

Module 2: Three non-consecutive days

Module 3: Two consecutive days

Module 4: half day

Module 5: one day

Assessment Day: one day

Awarding Body:

City & Guilds (Institute of Leadership & Management)

NOTE:

This ILM Level 4 programme has a longer duration i.e. 10 days over an 8-month period (8 x full days and 2 x ½ days) and will be held in the Education Centre at Mile End Hospital. Participants must have the written approval from their line manager and must commit to actively participate and attend all workshops.

Mary Seacole Programme

Introduction:

The Mary Seacole Programme is for first time leaders in healthcare. It is for you if you are in a 'formal' position of leadership with responsibilities for people and services, and able to relate what you learn to your workplace.

Suitable for:

For first time leaders in healthcare with responsibilities for people and services and, are able to relate what you learn to our workplace. You must be able to commit to a minimum of 5 hours of study per week.

Learning Outcomes:

- The Mary Seacole programme is grounded in reality and results in real workplace application.
- It provides balance between learning the theory and putting it into practice.
- It empowers people in their first formal leadership position to turn their success into consistent team success and to champion compassionate patient care.

Programme Content:

12 modules covering leadership fundamentals, leading for improvement and management skills:

- Units 1-8 cover leadership fundamentals and build on each other as the programme progresses.
- Units 9-12 relate to core management skills of:
 - Fundamentals of Finance
 - Recruitment and selection
 - Fundamentals of HR
 - Appraisal and annual review

Method of Assessment:

- Online activity and contributing to the online discussion forums throughout the programme.
- Attendance to all workshops.
- Submission of a 2000-word assignment demonstrating how you have developed and applied your leadership.

Duration:

Three days over 4 months

Awarding Body:

NHS Leadership Academy Award in Healthcare Leadership

Booking process:

Please complete the "expression of interest" link via MS forms:

[NHS Leadership Academy - Mary Seacole Programme – Fill in form](#)

Note 1:

The programme has a 6-month timeline for completion to finish.

Note 2:

Participants must have the written approval from their line manager and must commit to actively participate and attend all workshops.

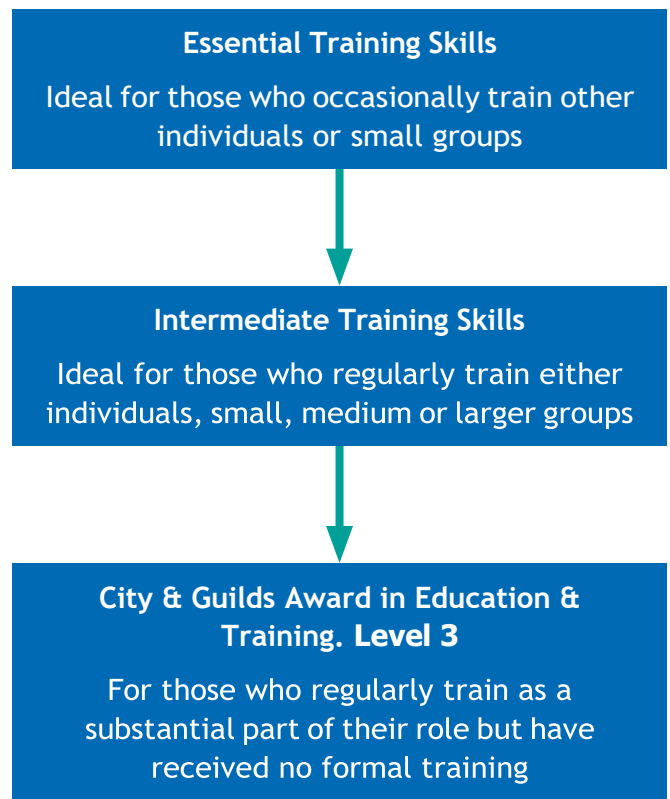
Teaching & Training Development Pathway

Across Barts Health there are many people who train others as part of their job role, but they may never have received any development or training in how to do this effectively. To support staff in this position we have developed a pathway which addresses the different levels of understanding and practical application needed dependent on how regularly you are asked to train colleagues/peers/wider teams.

There are 3 levels in our pathway – [see right](#)

Please see the following pages for programme overviews of:

- Essential Training Skills
- Intermediate Training Skills
- City & Guilds Award in Education & Training



Essential Training Skills (Train the Trainer)

Introduction:

A 1-day workshop that is designed to provide delegates with the basic skills and knowledge to design and deliver training. The workshop will include how to engage with learners, design interesting and inclusive training resources, manage the training environment and evaluate training.

Suitable for:

Those who are sometimes required to deliver training to individuals or small groups but have little or no experience of designing or delivering training

Learning Outcomes:

- To develop an awareness of different learning styles and how to meet learners' needs in a training situation.
- To develop skills in planning a training session and assessment of learning.
- To develop an understanding of potential barriers to learning and how these can be managed.
- To develop skills in communication and classroom management.
- To understand the importance of course evaluation and how to create effective evaluation.

Programme Content:

The workshop will focus on the following topics:

- Health & Safety
- Pre-training preparation
- Engaging learners & learning styles
- Developing visual aids
- Barriers to learning and how to overcome them
- Diversity & Inclusion
- How to structure and plan a session
- Managing the learning environment
- Evaluating the session

Awarding Body:

None

Duration:

1-day workshop

Method of Assessment:

No formal assessment

Intermediate Training Skills (Train the Trainer)

Introduction:

This 2-day (consecutive) course will teach core skills and develop your self-confidence when designing, delivering and evaluating training sessions. You should attend this workshop if you are asked to train and teach groups regularly. This programme will also be useful if you hope to obtain a formal teaching qualification in the future.

Suitable for:

Those who regularly deliver development sessions or workshops to individuals or groups but have not received any formal training to assist with their delivery.

Learning Outcomes:

- To develop an awareness of different learning styles and how to meet learners needs in a training/teaching situation.
- To develop skills in planning a training or teaching session including timing, resources and assessment of learning.
- To develop an understanding of potential barriers to learning and protected characteristics
- To develop skills in digital and online delivery.
- To understand how to assess learning and undertake training evaluation

Programme Content:

- Pre- course/training preparation
- Engaging learners & learning styles
- Barriers to learning and how to overcome them
- Inclusive teaching including protected characteristics
- How to structure and plan a session and online digital engagement tools
- Evaluating and assessing learning

Awarding Body:

None

Duration:

2 consecutive days

Method of Assessment:

No formal assessment

City & Guilds Award in Education and Training - Level 3

Introduction:

The Level 3 Award in Education and Training is a knowledge-based introduction to teaching and/or training. Participants do not need to be in a teaching/training role, however, they will be required to undertake an observed micro-teach as part of the assessment for the qualification.

Participants who successfully complete this qualification will have a fundamental understanding of the roles and responsibilities of a teacher/trainer in relation to legislation, equality, diversity, inclusivity and meeting the needs of learners. They will be able to sequence learning, plan and deliver sessions, using appropriate resources and teaching methods. They will also be able to identify the characteristics of effective assessment and feedback.

In addition to classroom sessions there will be elements of pre-course work and e-learning and participants are expected to fully engage in all aspects of the programme.

Suitable for:

For those who regularly train as a substantial part of their role but have received no formal training. Participants will need to use their learned experience 'on the job' to help inform their assignments and in building their portfolio.

Learning Outcomes:

- Understand the teaching role and responsibilities in education and training
- Understand ways to maintain a safe and supportive learning environment
- Understand the relationships between teachers/trainers and other professionals in education and training
- Understand inclusive teaching and learning approaches in education and training
- Understand ways to create an inclusive teaching and learning environment
- Be able to plan, deliver and evaluate the delivery of inclusive teaching and

learning

- Understand types and methods of assessment used in education and training
- Understand how to involve learners and others in the assessment process
- Understand the role and use of constructive feedback in the assessment process
- Understand requirements for keeping records of assessment in education and training

Programme Content:

Unit 301: Understanding roles and responsibilities in education and training

Unit 302: Understanding and using inclusive teaching and learning approaches in education and training

Unit 305: Understanding assessment in education and training

Awarding Body:

City & Guilds

Duration:

Half a day induction

Four 1-day workshops

Approximately 15 hours self-directed learning (including pre-course work)

Method of Assessment

Written assignments, portfolio and observation of one micro-teach

Recommendation

If you wish to apply for this programme, we strongly suggest you contact the programme leads:

Lucy Olding: Programme Tutor

lucy.olding@nhs.net

Lynda McKeith: Programme Manager

Lynda.Mckeith@nhs.net

FACE TO FACE PERSONAL DEVELOPMENT WORKSHOPS

Introduction to Medical Terminology

Introduction:

This workshop aims to provide participants with the basic understanding of general medical terminology. It offers an awareness of clinical terms for all those working in a healthcare environment.

The tutor for this workshop has many years' of experience of working as a medical secretary and she ensures that the workshop content is kept fully up to date with the latest terminology.

Suitable for:

All staff who would find a basic understanding of medical terminology helpful in their job role, these might include clinical coders, data quality officers, patient pathway coordinator, medical secretaries, receptionists and ward clerks.

Learning Outcomes:

- Be able to construct, recognize and use medical terms.
- To recognize the anatomy of the human body.
- To understand the meaning of medical terminology relating to medical specialties.

Programme Content:

- Construction of medical terms – what is a root, prefix and suffix?
- Classification of diseases
- Surgical procedures
- Anatomy of the human body
- Symbols, abbreviations, qualifications

Method of Assessment

No formal assessment

Duration:

1 day workshop

Awarding Body:

None

ONLINE LEARNING

NHS Elect

Barts Health has membership to NHS Elect a national membership network hosted by Imperial College NHS Trust that has been providing NHS organisations with high-quality support and training since 2002.

Our membership gives access to all Trust staff to a wide range of free webinars, online learning and a resource library.

Webinars

Over 100 webinars are available throughout the year, record versions of these are also available if you can't attend the original dates. Topics include:

- Report writing
- Online facilitation skills
- Compassionate conversations
- Project management
- Minute taking
- Personal branding
- Maximising the impact of your CV
- Effective appraisals

Online Courses

Including topics such as Introduction to quality improvement, Mentoring, Online facilitation, Patient engagement, Measurement for improvement, Experienced Based Design (EBD), social media and Appraisals.

All of the above can be completed as self-directed learning (learning at your own pace), are designed as bite-sized modules and, as a rough guide can be completed between 3-6 hours.

Resource Library

Over 200 resources are available to all members, these include:

- Presentations and slides from online courses
- Recordings of webinars
- Templates, guides and articles.

How to Access

To access the resources above you need to register for an account by going to the link below:

www.nhselect.nhs.uk/register.aspx and choose Barts Health as your organisation.

Please note: this is an external website and we are unable to reset passwords etc, if you need to reset your password or have any difficulties with using the site you will need to contact NHS Elect direct.

Effective Manager Toolkit

The Effective Manager Toolkit' is a series of bite-sized learning modules that are split into two groups, 'Managing Yourself', and 'Managing Others'. Each group has a number of topics and has a mix of e-learning, video, animation, printed content, reflective practice – and links to further information.

The learning content within each module can be studied in full or as separate subjects and can be

returned to time and again – dependent on your need. At the end of each topic you will find an Action Plan; so you can reflect upon the knowledge and insight you have and how to apply this in the workplace to achieve the outcomes you want.

Suitable for:

Any manager or aspiring manager who wants to be more effective in the workplace.

Managing Yourself

Managing Yourself includes an awareness of your skills, creativity and personal brand; an insight to your behaviours and influence; and consideration to time management and levels of assertiveness an action plan is included so you can begin to plan how to apply learning in the workplace.

Modules include:

- Working with assertiveness
- Emotional and social intelligence
- Problem solving
- Time management

Managing Others

Managing others includes an awareness of management and leadership, motivation and engagement and understanding of others; managing performance and conflict; and an insight to coaching and feedback in the workplace. An Action Plan is included so you can begin to plan how to apply learning in the workplace.

Modules include:

- Managing performance
- Communication matters
- Conflict resolution
- Understanding your team
- Motivation and engagement
- Managing Risk

To access these resources go to:
<https://moodle.bartshealth.nhs.uk/>
 and create an account

Time Management - e-Learning

Time is a resource we all have – and sometimes we wish we had more of it, but we only have 24 hours in a day and that doesn't change. So it's important to make best use of time.

This module is for any member of staff who would like to manage their time more effectively and learn tools and techniques that will enable them to achieve their highest priorities.

Within the Module there will be opportunity to consider and reflect upon how you manage your time – and to think about how you might want to manage this differently to achieve the outcomes you want, inside or outside work.

Learning Outcomes:

- To understand how to identify your greatest priorities.
- To understand how to assess urgency versus importance.
- To recognise and manage your time stealers.
- To apply knowledge to develop a day-to-day work plan.

Assertiveness and Confidence - e-Learning

In line with our core values and behaviours, when you work with assertiveness you will communicate with confidence, recognize your rights and responsibilities to each other, and know how to deal with potentially difficult situations.

This module will help you understand more about your own and others behavioral styles, the relationship between assertiveness and self-esteem, the impact of how we communicate – both verbally and non-verbally and provide you with the knowledge to develop better working relationships or achieve better working outcomes – by working with assertiveness.

Learning Outcomes:

- Recognizing the link between assertiveness, self-esteem and thoughts.
- Understanding your rights and responsibilities at work.
- Identifying the best approach to use when voicing ideas and opinions.
- How to say 'no' to unreasonable requests or assertively agree a solution.
- Dealing with criticism, feedback and manipulation effectively and positively.
- Understanding the importance of assertive voice and body language.
- Developing techniques for better working relationships using assertiveness.

Appraisal support package for staff and managers

The Trust has launched a new reimagined appraisal framework, to better support managers and staff to have positive and meaningful appraisal conversations at Barts Health.

The course resources include performance conversation training for managers to help when conducting appraisals with staff, and appraisal videos for staff and managers. Links are provided to help you find the redesigned appraisal form and guidance notes on WeShare.

You can access all the above resources on Moodle: copy the following link into your browser.

<https://moodle.bartshealth.nhs.uk> and create a Moodle account if you do not already have one.

We also highly recommend NHS England's Having Confident Appraisal Conversations e-learning programme. You will need to register for an account with e-learning for health (elfh) to access this e-learning. Please see link below

www.e-lfh.org.uk/programmes/having-confident-appraisal-conversations/

Interview Skills

Introduction:

Finding a new job can be as exciting as it is exasperating.

On the one hand, the possibilities are endless. You have the opportunity to realign your work interests, goals, and values. You can find a new job that's exactly what you want.

On the other hand, the job-hunting process can be tedious. You might be feeling time or financial pressures. There may be, literally, thousands of irrelevant job openings to sift through.

So, what can you do? How can you speed up the job search process to be more efficient and yield better results? In this lesson, you'll learn how to make the job-hunting process more fruitful and less stressful by knowing what you want and where to look.

Suitable for:

All staff

Learning Outcomes:

- Creating a CV/Resume
- Cover letter

Programme Content:

- 5 rules for CV formatting
- Structuring a cover letter
- Job interview preparation and tips
- Interview etiquette
- Common interview questions
- Rules of response
- The CAR method – context, action, result

Duration

Less than an hour

Awarding Body

None

Access this Learning

Create a Moodle account via WeShare

<https://weshare.bartshealth.nhs.uk/download/moodle-access-guide.pdf?ver=57482>

ADDITIONAL RESOURCES AND CONTACTS:

Apprenticeships

The Education Academy manages the Trust's apprenticeship service and offers apprenticeships across a range of subjects. Apprenticeships can be undertaken as CPD whilst you continue to work in your job role, however, there needs to be a clear link between the job you are doing and the apprenticeship you are studying for i.e. apprenticeships are not aspirational qualifications.

For more information on apprenticeships please contact the Trust's apprenticeship team:

 Apprenticeships.bartshealth@nhs.net

 [0203 594 4585](tel:02035944585)

Functional Skills

The Education Academy can support you to gain your functional skills qualifications and we offer a range of ways to do this. If you have never taken a qualification in English or math or you cannot find your original certificates and need to provide evidence that you have previously passed these subjects, please get in touch with us via the email address below:

 Bartshealth.functionalskills@nhs.net

IT Training

As part of the Trust, we all have access to a helpful resource called the 'Digital Learning Solution Platform'. Please view to find out how to access and take full advantage of this.

The Digital Learning Solution platform is a free resource for public sector health and care organizations in England that provides access to quality assured, customizable learning and assessment products, including basic digital literacy skills and a range of Microsoft Office products. The courses cover Microsoft 365, including Word, Excell, PowerPoint. There is also a course on MS Teams and much more.

To register and find out more please go to:

<https://www.dls.nhs.uk>

LibGuides

The Trust's Knowledge and Library team have developed an excellent range of LibGuides which will provide you with a range of resource across a number of topics including leadership and management and soft skills – you can tailor what you do depending on your preference to watch, listen or read and for how much time you have e.g. 15 minutes or less, 1-hour or less, or more than 1-hour.

Please copy the below link into your browser to access: <https://bartshealth-nhs.libguides.com/educationacademy/home>

NHS leadership Academy – bite-sized learning

The NHS Leadership Academy has developed a range of bit-sized learning modules to help you develop new skills and discover new ways to improve your experience of work with short guides developed by experts. Open to anyone in health and care.

Use the link below to register for an account and to access the resources available.

<https://learninghub.leadershipacademy.nhs.uk/all-bitesize/>

Contacting the Learning and Development (Design & Delivery team)

The Learning and Development are based in the Education Centre, Burdett House in Mile End Hospital. However; we regularly visit all hospital sites. For initial enquiries please contact the below:

Fabia Ghany – Project & Support Coordinator
f.ghany@nhs.net

Or

l.development@nhs.net

Quick Guide to Websites and Resources

Education Academy website:

<https://educationacademy.bartshealth.nhs.uk>

Course booking system:

<https://booking.bartshealth.nhs.uk>

Learning Portal:

<https://learning.bartshealth.nhs.uk>

You will need a profile ID to access this portal

Barts Health Functional Skills service:

 Bartshealth.functionalskills@nhs.net

NHS Leadership Academy:

www.leadershipacademy.nhs.uk/

NHS Elect:

www.nhselect.nhs.uk/

NHS Digital Solutions:

www.dls.nhs.uk

NOTES



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NHS Trust

Barts Health Education Academy

‘Leading the way in Education and Training’

