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Change Collaborative

Clinical Directors' Course

22 – 27 August 2027
Queenstown

Innovate + Collaborate

“If you are fortunate enough to be selected to attend this course you will leave it as a better leader and a better person.”

Dr Willem Landman
Emergency Medicine Specialist
Head of Division | Upoko Wehenga
Specialty Medicine and Health of Older People

Nurturing the Leaders

Healthy systems need good leadership, and Health systems need good clinical leaders. Change Collaborative are committed to building effective health systems.

For the past 20 years we have been working alongside clinical leaders as trusted advisers, strategists, coaches and improvement experts in New Zealand, Australia and the United Kingdom.

Sustainable performance improvement develops the capability and capacity of staff.

We would be delighted to have your participation in Change Collaborative's Clinical Director Course where over the course of the week, you will join a dynamic group of clinical leaders who aspire to greater things.

The Programme

For over 10 years, the CDC provides powerful personal growth and networking through intensive individual and team based learning.

Diverse points of view challenge each participant to combine theory with real life demands of the role to plan, lead, communicate and deal with change and conflict.

Participants will learn, practice and integrate new techniques in small groups exploring case studies. Dynamic classroom sessions will reinforce case study discussion and individual readings.

The immersive experience allows participants to define their roles as clinical leaders of the future. Lasting peer relationships and a shared commitment to ongoing learning have featured strongly across all programmes since 2017.

Objectives

Develop greater understanding of:

- Emerging leadership models and the role of clinical directors.
- Personal self-awareness and ways to interact more effectively.
- Tools and techniques to enhance personal effectiveness.
- Health system performance, improvement and complex adaptive systems.

Establish a lasting network of peers:

- Share ideas and experiences with like-minded peers.
- Use course learnings to collectively address challenges brought forward in participants' case studies.
- Sustainable performance improvement develops the capability and capacity of staff.

We would be delighted to have your participation in Change Collaborative's Clinical Directors' Course where you will, over the course of a week, join a dynamic group of clinical leaders who aspire to greater things.

Who should attend?

The programme is designed for clinical leaders who have a keen appetite to assume positions of greater responsibility, develop their skills and lead the delivery of outstanding results.

Participants should have:

- Attained, or be about to attain a position as a Clinical Director, Medical Director or Head of Department, Associate or Deputy.
- Endorsement from senior clinical and/or management within their organisation to attend the Programme.

Change Collaborative will approve applications based on the above criteria and the need to balance participant mix.

Invigorate + Grow

The Clinical Directors' Course is our signature course within a graduated suite of programmes for clinical leaders wishing to advance their career leading clinicians, services and organisations in health.

Participants in previous CDCs valued the course with a rating of 3.9 out of 4 and 98% agreed they would recommend the course to their colleagues.

Chief Medical Officers' Collaborative

- 2.5 day peer-based learning
- Advanced system-level focus

Advanced Directors' Course

- 5 day 'Ninja' level
- 'Deeper dive' into topics from CDC
- CDC is a pre-requisite

Clinical Directors' Course

- 5-6 day signature programme
- Peer-to-peer based learning
- International faculty & speakers
- Leadership, personal skills, system improvement, change platforms

Clinical Leaders' Course

- 2.5 day foundation programme
- Basics of clinical leadership
- Customisable by client organisation

Māori Health Leaders' Course

Primary Care Leaders' Course

Course Topics

Leadership

- Team work preferences: speaking the same language
- Leadership Behaviors Profile, your 360 assessment
- Situational leadership
- Building a feedback culture
- When you realise 'you' have become 'they'
- What your CEO wants from you
- Performance management

System performance

- Statistical Process Control: Monitor, Control and Improve
- Rapid Cycle Testing: Not Right First Time
- System Dynamics: Understanding non-linear behaviour of adaptive systems
- Principles of balancing demand and resource
- De-mystifying data: what should the graphs be telling you
- Financial literacy: what to look for in the numbers

Personal skills

- Models of clinical leadership and supporting leadership behaviours
- How to be 'not-me': building stronger 'inter-relations'
- Identifying and recruiting talent
- Chairing meetings, Facilitation, Interviewing, Governance
- Self-care, self-compassion
- Coping with the media
- Conflict & difficult conversations

Building change platforms

- Creating an environment for others to identify, experiment, and sustain change
- Change adoption: understanding people's motivations
- Emotional cycles of change
- Ladder of Inference
- Empowerment versus delegation
- Using clinical information systems to lead change

Previous Visiting Speakers

Sir Graham Henry
One of the most successful rugby coaches of all time, coaching the All Blacks to 88 wins in 103 Tests.

Prof Keith McNeil
Transplant physician. Assistant Deputy Director-General and Chief Clinical Information Officer, Queensland Health. Former Chief Clinical Information Officer for the NHS and Chief Executive in UK and Australia.

Dr Ian Sturgess
Geriatrician. International expert in improving Emergency Care and care for the Frail Elderly. Previously clinical leader for Britain's Emergency Care Improvement Programme. Associate Medical Director Change Collaborative.

Dame Helene Stokes-Lampard
National Clinical Chief Medical Officer for Health New Zealand / Te Whatu Ora and a NZ sessional General Practitioner

Saima Anis
Executive coach and leadership facilitator who helps women leaders rise with clarity, courage and conscious presence.

Dr Tony Fernando
Psychiatrist and sleep specialist with a long-standing interest in compassion. Tony has published academic papers in sleep medicine, mindfulness and medical compassion.

Empowering the Thinkers

"Empowering. Insightful. Entertaining. Challenging. Compelling."

Kate Grimwade
Chief Medical Officer, General Medicine and ID Specialist

"An incredible and intense journey of self discovery and improvement to enable strong clinical leadership"

Kate Allan
Emergency Department Clinical Director

Preparation

Participants will be required to fully prepare for the programme.

Preparations will include

- Writing a case study of 2 - 4 pages describing a situation from their present or immediate past role that will provide an opportunity for team exploration and learning. A template structure will be provided. This will need to be completed and submitted in advance of the course.
- Reading a number of articles from international journals providing key theoretical frameworks that will underpin class room discussions.
- One or two books may be suggested to provide a common platform of knowledge and serve as a frame for team and course discussions.
- Participants will be required to complete a team work style preference profile and a 360-degree leadership behaviours profile.

Daily routine

Each day begins the evening prior, with teams meeting to review and discuss the next day's case study challenge.

Morning and afternoon classes will typically provide the base knowledge with which to develop a team based response to the case study. There will be several opportunities through the course of the day for teams to break out and develop their response to the case study.

Each afternoon teams will present their case study and management approach to the situation. They will also juxtapose any changes in the approach from the previous night based on learnings from the day.

Each evening, teams with their Faculty mentor will debrief the day and prepare for applying the learnings.

Apply the learnings

At the conclusion of the programme, each participant will leave with a personal plan that has 3, 12 and 36 month objectives based on:

- Insights from team work style preference and leadership behaviour profiles
- Key learnings from each of the course's streams: leadership, system performance, personal skills and building change platforms.

Participants have the option of 3 or 6 personal coaching sessions over the months following the programme to help consolidate learnings while implementing change once back in their work environment.

The Location

Your venue is in Queenstown, New Zealand.

The Movenpick Hotel is nestled in Fernhill, offering breathtaking views over Lake Wakatipu and the Remarkables mountain range. Located only 2.5km from the vibrant dining and retail precinct of Queenstown' City Centre.

Guests benefit from complimentary access to Hotel facilities include a seasonal swimming pool, spa pools, sauna and gymnasium.

Lake Wakatipu
New Zealand.

“To dare is to lose one’s footing momentarily. To not dare is to lose oneself.”

Kierkegaard

How to Register

Accommodation

Your room has been pre-reserved at the course hotel at a negotiated group rate as part of your course booking.
Participants will receive booking details ahead of the course and are responsible for:

- Confirming their reservation with the hotel
- Paying the accommodation cost directly to the hotel by the specified cut-off date

This ensures your total investment remains aligned to the overall course cost while giving you direct control over your booking.
Each evening includes after-dinner speakers and activities, so participants are encouraged to stay at the allocated venue to get the most out of the experience. All bookings are subject to the hotel's own terms and cancellation policy.

Payment method

An invoice for the course fee (excluding accommodation) will be sent approximately 2 months prior to the course start date. Please ensure payment is made promptly.
Participants who have not paid their invoice within 2 weeks of receipt may forfeit their place on the course.

Cancellation policy

- Once your invoice has been paid, you may withdraw from the course and receive a full refund within 1 month of payment, provided payment was made before the invoice due date.
- After this period, refunds are not available. However, you may transfer your place to a future course.
- You may transfer to up to two subsequent courses following your original booking.
- If you wish to attend a later course beyond this, the full course fee will apply again.

Programme fee

The total course cost is **$12,900** + GST, which covers:

- Tuition and course materials
- All meals and refreshments
- Accommodation for the duration of the programme

Please note, that while accommodation is included in the overall cost, it is paid directly by participants to the hotel (see below for details).

If you have any queries regarding registration or any other aspect of the course, please email **nzchangecollaborative@deloitte.co.nz**

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