

**Deloitte.**



## **Change Collaborative**

Clinical Leaders' Course

16 - 19 May 2023

Nugget Point, Queenstown

# Innovate + collaborate

“This week has been inspiring and has given me some excellent tools to move forward. Never felt more motivated.”

“This week has given me some clarity and direction and has opened my eyes to a different way of thinking which I hope to be able to embrace.”

“Diverse group of amazing clinicians, learning from each other across specialties and settings. Case studies are scarily real to life, and very helpful!”

“Physicians in leadership roles are far worse off not attending such high class workshops.”

## **Participant Testimonials**

2020 Clinical Leaders' Course

# Nurturing the leaders

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

The transition to a clinical leader can be as fraught with challenge as it is with reward and satisfaction. Clinical training, early leadership opportunities, and self-directed learning are helpful but formal structured training can take you to the next level.

This course is the start of a more rewarding journey. For more than 19 years we have been helping clinical leaders to develop, and to thrive.

We would be delighted to have your participation in Deloitte's Clinical Leaders' Course, where alongside peers, you will explore what it is to be a great clinical leader.



# The course

Our Clinical Leaders' Course provides a foundation for personal growth and networking through both individual and team based learning.

The past few years has redefined how we live and work. We continue to witness leadership instances of resilience, humility and the ability to make hard decisions. What lessons can we draw on in order to become better leaders and grow our own careers as effective and emphatic Clinical Leaders of tomorrow?

Group work and team case studies 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.

## **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 improvement develops the capability and capacity of staff.

## **Objectives**

Develop greater understanding of:

- The value of the role of a Clinical Leader.
- Personal self-awareness and ways to interact more effectively.
- Building a service and team vision.
  
- The value of followership in leadership.
- Difficult conversations and dealing with conflict.
- Change, improvement, team dynamics.

## **Who should attend?**

Designed for clinicians starting out on their leadership journey. The programme provides a variety of views on the skills and competencies of leading in a clinical environment.

The programme is for clinicians who have a keen appetite to develop their leadership skills, assume positions of greater responsibility, develop a trusted network of peers and grow their system influence.



# Invigorate + grow

The Clinical Leaders' Course is our foundation 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 CLCs valued the course with an average 'A' grade rating across all topics.



# Programme topics



## Leadership

- The rise of clinical leadership.
- Team work preferences: speaking the same language.
- Leadership and followership.
- "Good boss" / "Bad boss".



## System performance

- Building a service and team vision.
- Introduction to Improvement Science.
- Introduction to complexity theory.
- Leading project teams.



## Personal skills

- Dealing with conflict.
- Chairing meetings.
- Facilitation and group dynamics.
- Giving and receiving feedback.
- Self-care.



## Building change platforms

- Te Tiriti o Waitangi and Māori health equity.
- Seeking empowerment and empowering others.
- Eight steps to successful change.
- The power of influence.

# Our team



**Naila Naseem,  
Deloitte Partner**

Executive and Inner Game Coach. Organisational Development and Change lead, Change Collaborative. 30 years experience in health and leadership.



**Stuart Francis,  
Deloitte Partner**

Change Strategist & Organisation Designer. Honorary NZ Editor Asia Pacific Journal of Health Management. Fellow Australasian College of Health Service Management.



**Kit Hoeben  
Associate Director**

Leadership development, operational management, health informatics and performance improvement. Kit inspires and innovates change and is effective in leading and driving effective system transformation.



**Tio Taiaki  
Associate Director**

Proven track record of helping organisations remove barriers to Māori achievement, growth and wellbeing.

# Preparation

Participants will be required to fully prepare for the programme.

## Preparations will include

- Writing a 200-300 word case study 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 2-3 articles from international journals providing key theoretical frameworks that will underpin class room discussions.
- Participants will be required to complete a team work style preference profile in advance of the course.

## 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 scenarios and case studies.

Teams will meet regularly with their Faculty mentor to debrief the day and to consider how they will apply learnings.

## Applying 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.
- Reflections from case studies.
- Key learnings from each of the programme's streams of leadership, system performance, personal skills and building change platforms.

A 90 minute virtual reunion one month after the course will be provided for some reflection on the application of learnings.





# How to register



## **To register, please visit:** [deloi.tt/3iztJBP](https://deloi.tt/3iztJBP)

Please attach a photo of yourself with your application.

## **Registration due date**

Please reserve your place as soon as possible as numbers are strictly limited to 24 participants per course. All applications will be confirmed for acceptance by Change Collaborative.

If you have any queries regarding registration or any other aspect of the course please contact Amy Cowan-Pollard on 022 560 3543 or via email at [nzchange collaborative@deloitte.co.nz](mailto:nzchange collaborative@deloitte.co.nz)

## **Programme fee:**

The course fee includes tuition, course materials, accommodation and meals. Personal items such as miscellaneous hotel expenses (laundry, toll calls, mini bar) will be invoiced separately. Travel to venue is the responsibility of the participant.

Course fee of **\$5,150 (plus GST)** is based on two elements:

- Tuition of \$3,570
- Living & Accommodation package of \$1,580.

## **Payment method**

Invoices will be distributed following your registration.

## **Logistics**

You will be required to arrive at the Nugget Point Boutique Hotel in Queenstown by **5pm on the Tuesday** for dinner in advance of a Wednesday morning start (full directions included in pre-course information pack).

Each programme concludes the Friday afternoon and you should plan to depart Friday after 3pm.

## **Cancellation policy**

- Cancellation or withdrawal from the programme may be made until 1 month prior with full refund of fee. Thereafter, a 50% refund of fee will be made unless within 2 weeks prior, where there will be no refund of fee.
- If you elect to transfer to another of the Change Collaborative Courses within a month prior to the selected course, pre-paid hotel costs of \$1500 will be deducted and be required to be paid prior to the new course.



“

The impediment to action  
advances action. What stands  
in the way becomes the way.

Marcus Aurelius

”

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