

# The Westminster Society



Tim MacIntyre is Assistant Director of Adult Services and helped to create the Aspiring managers / Inspiring leaders programme. This nine-month development programme usually supports the development of 10 to 12 managers at a time.



“Since it was introduced three years ago, the programme has proved to be a popular route in supporting the development of new managers in our service.”

The programme covers the following:

**Introduction to management (one-day, face-to-face, plus two-hour course work)**

Being a manager, management styles, managing your manager and being a compassionate leader

**Safeguarding for managers (half-day, face-to-face)**

Develop consistent approach to enabling risk and understanding how we respond to concerns etc.

**Communication (half-day, face-to-face)**

Communication styles and techniques and body language impact

**Maximising people (one-day, face-to-face, plus two hours of further reading and one written assignment)**

Maximising team performance, managing high and poor performers, measuring, monitoring and observing performance and providing feedback

**Equality and diversity (half-day, face-to-face, plus two hours further reading and one written assignment)**

Discrimination, bullying and harassment and victimisation

**Demonstrating the values (half-day, face-to-face)**

Overview of company values and how to embed them in the workplace

**Having difficult conversations (video and course work)**

Techniques for communicating with staff, families and third parties

**Time management, Managing Quality and Assessment Process (one-day, face-to-face, plus 2 two hours course work)**

Your role in managing resources, managing time more effectively, understanding how quality fits within our core values, etc.

**Managing risk (one-day, face-to-face, plus two hours course work)**

Building, fire and individual risks

**Investing in your teams (one-day, face-to-face, plus two hours course work)**

Probation periods, induction, supervision and appraisal

**Effectiveness and managing own stress and stress in others (video and course work)**

Various techniques to manage your own stress and identifying stress in others

**System management (one-day, face-to-face, plus two hours course work)**

Overview of systems that are used, creating rotas / rota management, accident incident reporting etc.

**Individual Service Funds (ISF) and me (video and course work)**

What are ISF and what they mean for individuals etc.

**Understanding the bigger picture (one-day, face-to-face, plus two hours course work)**

Commissioners, CQC, driving up quality, SWOT and Contract Monitoring

“Following completion of the programme, we offer all our new managers the opportunity to commence their Level 5 Diploma in Leadership and Management in Adult Care. We find a lot of learning from the Aspiring manager’s programme can be used as evidence towards achieving the Diploma.

“One of the things we learnt very quickly was that it was important for our aspiring managers to regularly reflect on their journey. The programme allows them to trial things, make mistakes and discuss their challenges and concerns with others on the programme. It helps take away the fear of the manager role.

“It’s great that those who have gone through the programme themselves are applying their learning on a daily basis. They’re also proactively encouraging their own support workers to do this and creating a clear career pathway for our aspiring managers.”

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