

Mobile Team Challenge Ltd

Unleash the Potential of Your People



As Commissioned by 25 NHS Foundation Trusts **NHS**

Three Inspirational Workshops from MTC:

1

The Patient Journey of Experience Excellence

Or



**The 10 Things you would do differently...
...IF Disney ran YOUR Hospital!...**

"Doing it like Disney!"

- Seeing your Hospital through the eyes of a Patient
- Applying the Disney Service Principles of Excellence
- Creating motivated inspired Teams delivering Patient Experience Excellence

**1 Day for up to
15 People
£875 + VAT**

2

Developing Compassionate Leadership within Health Care

- What is the role of Daniel Goleman's Emotional Intelligence within Health Care Leadership
- Delegates receive a personalised 15 page Emotional Intelligence Profile Report as approved by BPS
- Equipping your Leaders for the NHS 5 Year Forward View
- Getting from "Vision" to "Delivery"
- Creating the Emotionally Intelligent Leader within the NHS

**1 Day for up to
15 People
£875 + VAT**

3

Key Note Speeches at Health Care Leadership Summits

Or

Away Days for Senior Managers / Teams

- Compassionate Leadership within the NHS
- "Hard Wiring" Compassion and Empathy
- The role of Emotional Intelligence within the NHS
- Applying the Disney Service Principles of Excellence to our Patients' Journey
- Creating a culture where Innovation thrives

From £375 + VAT

*"We are not called to take control and attract followers ...
... we are called to give control and create leaders"*

The CPD Standards Office

CPD PROVIDER: 21074
2014 - 2015
www.cpdstandards.com





mobile team challenge

1. The Patient Journey of Experience Excellence

**What if Disney ran your hospital?
- 10 things you would do differently**



A FUN, but thought provoking, workshop on the Award Winning Disney Service Principles. HOW has Disney won the 'Best in Class' Global award for the last consecutive 32 years?

- NOW these principles are delivering Patient Experience Excellence across the Health Care Sector in the UK
- What can we learn from Disney that we can apply to our own Patient Experience
- In the light of the FRANCIS REPORT – consider the 10 things that you would do differently if Disney ran YOUR Hospital
- How to optimise efficiency in your Hospital through Service Experience Excellence
- For NEW Research on Emotional Intelligence that MEASURES and develops COMPASSION and EMPATHY in your Health Care Staff.

- Moments of Truth – Seeing YOUR Hospital through the eyes of your Patients
- 'Hard Wiring' EMPATHY and COMPASSION into our Patient Care
- Applying the Award Winning Disney Service principles to your PATIENT CARE
- When CLINICAL Intelligence meets EMOTIONAL Intelligence
- The 10 Things you would do differently ... IF Disney ran your Hospital
- The FISH! Principles of SERVICE EXCELLENCE
- Completing a Self Audit of our Personal Service STANDARDS and VALUES
- Handling difficult Patients – Why is it that some patients REALLY annoy me?!!
- Creating Inspired and Motivational SUPER Teams
- Creating a Patient – Focussed Culture
- The 15 Step Challenge – evaluating your patient Journey
- Equipping the Team for the NHS 5 Year Forward View
- How to measure Compassion and Empathy
- FUN experiential learning activities and group work

**On Site for a
Group of up to 15
£875 + VAT**

2. Developing Compassionate Leadership in Health Care

Delegates will:

- Complete a Personal **Emotional Intelligence Profile**
- Analyse their **Self-Awareness** and **Self-Management** Scores
- Develop a greater understanding of all **“self” behaviours** leading to increased professional skills
- Develop a greater understanding of all **Intra and Inter Personal Relationships** and people “types”
- Create a personal development plan for all **8 E.I behaviours** against their profile
- Practice **Emotionally Intelligent Leadership** Skills
- Develop **“Other Awareness”** – Understanding the impact that OUR style has on our Colleagues, Partners and our patients Experience
- Develop their **“Self-Management”** and **E.I. Behaviours**
- Explore how to make their personality, their Departments and their Hospital **“stand out from the crowd”** by practising their E.I behaviours daily
- Develop their **“Relationship Management”**
- Learn how to create group **synergy and motivation**
- Demonstrate how to display inspirational and motivational **“Winning Behaviours and Attitudes”** to our Colleagues and fellow Staff Members
- Discover how to apply the **ABC of behaviour Management** in Patients using E.I techniques
- Explore the **powers of influence** that E.I can offer
- Learn how to select and apply **The 6 Leadership Styles of the Emotionally Intelligent Leader** – identifying our Style

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3. Leadership Key Note Presentation and Away Days

Facilitation, Key Note Speaking and Motivational Away Days

When Clinical Intelligence meets Emotional Intelligence

- Senior Leaders Away Days
- The Emotionally Intelligent NHS Leader
- Leadership Summits / Conferences
- Motivational Team Building Away Days

Available for Professional Facilitation of your Away Days and Conferences - from 1 hour to 1 day or multi-day Workshops

“...the day was “inspirational” and “brilliant!...”

**Prices start from
£375 + VAT**



Don't take our word for it, hear what other people are saying

"Good insights and made relevant to the NHS – inspiring and excellent as ever"

Director of HR & Organisational Development, Aintree University Hospital NHS Foundation Trust and Chair of the Foundation Trust HR Directors Network

"Challenging, inspirational and motivational – excellent feedback from all delegates for your presentation..."

Deputy Director of Human Resources, NHS / HPMA Luton & Dunstable NHS Hospitals Foundation Trust

"Thank you for the inspiring 2 day's training you did for us recently, we have noticed a difference already!"

Assistant Director for Organisational Development NHS Trust S. Region.

"Received great feedback again – you are REALLY making an impact and it is fab!"

Team Leader: Professional Education & Corporate Learning, Education and Learning Team, Birmingham Children's Hospital

"Each and every participant spontaneously felt that they ought to come individually and tell me how fantastic your course was! They felt really motivated, learnt a lot and really enjoyed the day".

Chief Pharmacist and Head of Medicines, Birmingham Children's Hospital NHS

"A VERY motivational and inspirational day..."

Divisional Director of Operations for Clinical Support Services at Chelsea and Westminster NHS

"Absolutely amazing experience/training..."

Service Improvement Lead, Chelsea and Westminster NHS

"..the day was "inspirational" and "brilliant!!..."

Chief Executive, W.Sussex NHS Hospitals Foundation Trust – following a keynote speech at the W.Sussex NHS Conference

"I'd give this course and 11 out of 10! ... Best I've attended"

Team Supervisor Birmingham Children's Hospital NHS

"I AM SO MOTIVATED!! ... I hope my colleagues are too!"

Team Supervisor, Birmingham Children's Hospital NHS

"Excellent course will recommend to others!!"

Superintendent NHS Leicester

"Best Training EVER!"

Senior Pharmacist, Birmingham Children's Hospital



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