

# Health Manager Mentor

## Management development for healthcare

## Courses & topics

Courses or individual sessions can be developed or tailored for individuals or for your organisation. Courses can be stand alone, combined into a series of courses, or offered together with individual or group coaching sessions.

Contact us for an obligation free discussion and quote: [hmentor@vanessaanorth.com](mailto:hmentor@vanessaanorth.com)

### Leadership & management essentials – 6 key areas:

<b>Session 1</b>	Leadership for healthcare managers
<b>Session 2</b>	Building better business relationships through Emotional Intelligence
<b>Session 3</b>	Communication for healthcare managers
<b>Session 4</b>	Delegation & how to use it to develop your team
<b>Session 5</b>	What to do to prevent and solve performance problems
<b>Session 6</b>	Vision & hope and why you need to have some

Individual courses	Key elements
Know how to communicate: ask great questions	In this session you'll learn the fundamentals of asking great questions to solve problems, build trust, and develop and inspire your team.
Know what you need to be a leader: EQ, vision, and trust	What makes a difference in leadership, your current Emotional Intelligence skills - Self-Assessment, how to set a vision that others will follow and why optimism is key, how to build trust and keep it.
The manager as coach	How to use a coaching style of management to develop and motivate your team
Strategy for managers	The role of strategic thinking & planning for the organisation and how to do it
Difficult conversations – what we need to do in healthcare	How to have them, deal with them, stay sane, and build productive relationships
How not to bully, harass or unlawfully discriminate	Workplaces today are complicated, in this course participants will learn the basics of Australian law, what not to do, and how to keep everyone safe.
Delegate to develop	Delegation skills need to be learned and are one of the most practical management skills. Learn how to do it to increase your success, develop your team, and gain back your time.

## Our Approach

- Our programs and courses are taught by health managers for health managers
- Participants will learn in a relaxed and supportive environment
- Learn anywhere via virtual classrooms or onsite at your organisation
- A balance of information and practice using real-life examples and scenarios
- Interactive and fun activities focused on gaining impact after the sessions

If you would like a course or program that is not listed contact us for a free discussion on your needs.