

# the CAREFUL programme



Stage outcome		<b>C</b> OMMIT visible alignment	<b>A</b> CT rapid results	<b>R</b> ESPOND positive communication	<b>E</b> NERGISE mindful leadership	<b>F</b> OCUS breakthrough attitudes	<b>U</b> NIFORM effective processes	<b>L</b> EAD performance ownership
<b>Emphasis</b>		Clarity of purpose	Open collaboration	Appreciative enquiry	Leading, not managing	Being fearless	Understanding measurement	Reinforcing excellence
<b>Principle</b>		Learning derives from challenge	Momentum generates confidence	We know when no one is listening	We leave our boss, not our job	Imagination drives achievement	We get what we measure	Reputation motivates
<b>Courses</b>		<ul style="list-style-type: none"> <li>Leading Cultural Change</li> <li>Leadership rounds, talking up and thank you letters</li> </ul>	<ul style="list-style-type: none"> <li>Positive engagement</li> <li>Running an action team</li> </ul>	<ul style="list-style-type: none"> <li>Effective communication</li> <li>GUIDES customer service training</li> </ul>	<ul style="list-style-type: none"> <li>Having impact</li> <li>First Level Leadership</li> <li>Coaching for managers</li> <li>Mindfulness in healthcare</li> </ul>	<ul style="list-style-type: none"> <li>The three conversations</li> </ul>	<ul style="list-style-type: none"> <li>DCI: Process fundamentals</li> <li>Effective meetings</li> <li>Leading multi-disciplinary teams</li> <li>Leading Implementation</li> </ul>	<ul style="list-style-type: none"> <li>Media training and public relations</li> </ul>
<b>Implementation Support</b>  (Introducing Results-based systems)	<b>Patients</b>	<ul style="list-style-type: none"> <li>Telephone Follow-up</li> <li>Reputation analysis</li> </ul>	<ul style="list-style-type: none"> <li>Pain management</li> <li>Hourly rounds</li> <li>Bedside handover</li> </ul>	<ul style="list-style-type: none"> <li>Patient focus groups</li> <li>Compliment and complaint handling</li> </ul>	<ul style="list-style-type: none"> <li>Leadership academies</li> </ul>	<ul style="list-style-type: none"> <li>Zero complaints</li> </ul>	<ul style="list-style-type: none"> <li>Discharge Planning</li> <li>Bookings and arrivals</li> </ul>	<ul style="list-style-type: none"> <li>Patient led care</li> </ul>
	<b>Staff</b>	<ul style="list-style-type: none"> <li>Leadership measurement</li> <li>Monthly staff surveys</li> </ul>	<ul style="list-style-type: none"> <li>Leadership rounds and talking up</li> <li>Thank you letters</li> </ul>	<ul style="list-style-type: none"> <li>Behavioural standards</li> <li>Do Say Don't Say guidelines</li> </ul>	<ul style="list-style-type: none"> <li>Leadership academies</li> <li>Peer-to-peer coaching programme</li> </ul>	<ul style="list-style-type: none"> <li>Addressing performance</li> </ul>	<ul style="list-style-type: none"> <li>Effective meetings and HPMS</li> </ul>	<ul style="list-style-type: none"> <li>Staff reward and recognition programme</li> </ul>
	<b>Operations</b>	<ul style="list-style-type: none"> <li>Opportunity analysis</li> </ul>	<ul style="list-style-type: none"> <li>Action team delivery</li> <li>Brief / debrief handovers</li> </ul>		<ul style="list-style-type: none"> <li>Policy development and implementation</li> </ul>	<ul style="list-style-type: none"> <li>Infection control</li> </ul>	<ul style="list-style-type: none"> <li>Process / care pathway redesign</li> <li>Theatre / resource / bed utilisation</li> </ul>	<ul style="list-style-type: none"> <li>Benchmarking</li> </ul>
<b>Seminars and Large Group Interventions</b>		<b>The Three Circles Workshop</b>	<b>The Collaboration Game</b>	<b>Don't Carry On Regardless</b>	<b>Leaders of the future</b>	<b>Breakthrough Workshop</b>	<b>The Lean Machine</b>	<b>Celebrating Success</b>