

the CAREFUL leader

can your leaders change?

Are your leaders equipped to deliver measurable improvement to patient care? Do they understand and support your plans to improve patient services?

When leaders meet, are they effective? Do they respond to the changing needs of the trust? How does their leadership behaviour impact on staff?

How well do they deal with the 'negative influences' in your organisation? How efficiently do they manage processes?

For most organisations, whether Foundation Trusts or otherwise, the answers to these questions often give rise to some degree of concern. Clinical leaders are often consumed by the 'day-job'. Effecting change is difficult.

The usual approach – taking time-out for large leadership programmes – is costly, time-consuming and the benefits are hard to quantify. And using management consultants to 'help' your leaders can be counter-productive

the CAREFUL approach

To address this near-universal problem, we have developed a rapid-delivery solution, based around a one-day seminar, which helps your leaders commit to a measurable improvement of their choice.

defining the leadership challenge

Each leader chooses a leadership challenge which they themselves want to deliver. This challenge is used as a template for delivery - demonstrating how the CAREFUL approach can then be re-used for future challenges.

delivering the seminar

In one day, we take a group of leaders through the CAREFUL approach to their challenge. They work as a group to formulate a clear vision for delivery for each leadership challenge.

continuing individual support

If required, we offer ongoing coaching individually and in small group learning-sets to consolidate the work and ensure success.



demonstrable results

As part of the programme each individual commits to recording the measures they have chosen over weeks and months and are encouraged to publicise their successes within and outside the trust.

our principles

The CAREFUL Leader seminar builds on the success of the CAREFUL organisational development programme, published as "The Meaning of Careful". This is founded on an understanding of how both individuals and groups learn. Our belief is on the central importance of quality, safety and governance to everyone involved in delivering healthcare.

who we are

The programme is delivered as a collaboration between Human Capital Valuation Ltd and Metis Partnership, led by Dr D J Brown, a practising physician and Liz Rippon, who works at director level in the NHS.

We have a track record of delivering sustainable and measurable cultural change in healthcare both in the private and public sectors, as well as in the UK and internationally.

To arrange an initial discussion, please contact us on:

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