Introduction

The **Oxford Healthcare Leadership Program** is a dynamic and comprehensive training course designed to enhance leadership capabilities within the healthcare sector. This workshop-based program encourages the exchange of ideas and best practices among healthcare professionals while emphasizing the critical role of leadership in delivering quality healthcare services.

The course is structured into two main weeks. The first week focuses on understanding the global healthcare leadership context, including the impact of events like the COVID-19 pandemic. The second week hones leadership skills by examining leadership and followership dynamics, exploring various healthcare leadership styles, communication techniques, fostering innovation, and recognizing the influence of organizational culture on care quality.

Targeted Groups

This program is ideal for:

- **Managers and clinicians** responsible for leading healthcare organizations.
- **Professionals ensuring quality care** within healthcare settings.
- **Line and functional managers**, team leaders, and supervisors.
- **New leaders** in healthcare leadership organizations.
- **Experienced managers and leaders** seeking to enhance their leadership capabilities in healthcare.

Course Objectives

By the end of this program, participants will be able to:

- Analyze leadership theory and practice within global healthcare contexts.
- Develop confidence and self-awareness as healthcare leaders.
- Gain insights into the challenges currently faced by healthcare management.
- Understand the intricacies of organizational functioning and culture.
- Recognize the impact of organizational culture on innovation and care delivery.

Targeted Competencies

Upon completing the program, participants will have:

- A deeper understanding of **global healthcare issues** and challenges.
- Appreciation for the **essential role of leadership** in healthcare.
- **Preparedness for future pandemics** based on lessons from the COVID-19 crisis.
- Mastery of key **organizational leadership and management elements**.
- Enhanced **personal leadership capabilities** relevant to healthcare settings.

Course Content

Unit 1: Health and Social Care Context

- Global perspectives on health and social care.
- Examination of various **business models** for healthcare delivery.
- Impact of **COVID-19** on healthcare delivery and implications in different regions.
- Improving global health through the lens of **healthcare leadership**.
- The role of **innovation** in healthcare delivery.

Unit 2: Ethics in Healthcare Delivery

- Exploration of the **four principles of healthcare ethics**.
- Perspectives in healthcare ethics from **managers, clinicians, and patients**.
- Case study to apply ethical principles in practice.
- **Advances in healthcare technology** and the role of **telehealth**.
- Understanding psychological biases in healthcare decision-making.

Unit 3: The Pandemic – Lessons Learned

- Strategies for **healthcare business continuity** during a pandemic.
- Principles of **crisis management** in healthcare.
- Analysis of whether **COVID-19** was a **Black Swan** event.
- A case study of **best practices** during the pandemic.
- Extracting **lessons for future pandemics**.

Unit 4: Leading Healthcare Organizations

- Unique aspects of healthcare organizations.
- Balancing the focus between **health** and **care**.
- Structures of **health and social care organizations**.
- Managing key **stakeholders** in healthcare leadership.
- **Risk assessment** and management in healthcare.

Unit 5: Future Opportunities and Challenges

- Exploring the external environment impacting healthcare.
- The growing importance of **telehealth**.
- Innovations shaping **health and social care**.
- Using **SWOT analysis** for strategic planning in healthcare.

Unit 6: Leadership Styles

- Comparison of **transactional** vs. **transformational leadership**.
- The relevance of **Goleman’s Emotional Intelligence** in healthcare.
- Impact of **Servant Leadership** in healthcare settings.
- Exploring **Dispersed Leadership** and its application.
- Motivating oneself and others in a healthcare environment.

Unit 7: Focus on Self

- Insights into different **working styles** among healthcare leaders.
- Strengthening **interpersonal skills** for more effective leadership.
- The art of **delegation** in healthcare roles.
- Applying **persuasion** and **negotiation tactics**.
- Strategies for **managing conflict** in healthcare settings.

Unit 8: Focus on Teams

- Understanding the distinction between **teams, silos, and groups** in healthcare.
- Exploring dynamics of **teamwork** in healthcare settings.
- Creating and sustaining **team effectiveness** for high performance.
- **Team leadership** in healthcare organizations.
- Conducting effective meetings that drive healthcare objectives.

Unit 9: Focus on Quality Outcomes

- Defining **quality outcomes** in healthcare.
- Balancing the need for services with available **resources**.
- Implementing a **continuous improvement culture** in healthcare.
- Empowering **front-line decision-making** in healthcare.
- Addressing ethical challenges in healthcare leadership.

Unit 10: Review and Further Development

- Navigating the **healthcare system** while embracing leadership roles.
- The importance of building **key relationships** for successful healthcare management.
- Collaboration strategies between **clinical** and **managerial leadership**.
- Reviewing practical tools for **effective healthcare leadership**.
- Developing a **personal action plan** to apply healthcare leadership training.

Conclusion

The **Oxford Healthcare Leadership Program** offers comprehensive training for professionals in the healthcare sector, providing the leadership skills necessary to excel in healthcare organizations. Upon completion, participants will earn a **Certificate in Healthcare Leadership**, preparing them to lead with confidence, innovation, and a clear understanding of the challenges and opportunities in healthcare leadership.