

MY LEADERSHIP WAY CASE STUDY

Jan 23- present

LEADERSHIP · MANAGERIAL EFFECTIVENESS · TEAM CULTURE · COMPASSIONATE LEADERSHIP · PSYCHOLOGICAL SAFETY · JUST & LEARNING CULTURE · ROLE CLARITY · ACTIONABLE SOLUTIONS · SKILLS DEVELOPMENT



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THE BRIEF

Ashford and St Peter's Hospital required a leadership programme to equip managers with essential skills, best practices, and role clarity. As some modules would be delivered internally, they sought a partner to design and deliver two key modules, to enhance managerial effectiveness across the Trust.

The modules have evolved over time from focusing on Important Conversations and Compassionate Team Cultures (Prof. Michael West, 2022) to incorporating Just & Learning culture principles and the 2024 New Expectations of a Line Manager guidance from NHS England.

THE SOLUTION

To ensure lasting impact, modules are delivered with a two-week gap, followed by a 90-minute virtual workshop. Participants complete "homework," apply techniques, and discuss progress in a safe space at each meeting. Challenges are explored collaboratively, fostering new perspectives and actionable solutions.



AT A GLANCE

Approach

- 2 x face-to-face modules
- 1 x virtual follow up workshop
- Dual facilitation
- Commitment to actions
- Practical application
- Evolved content inline with NHS priorities








Time Frame

- On-going

The information in this document is confidential and provided to you with the understanding that it will not be shared or distributed further.

THE OUTCOMES

The internal learning team contact each attendee and ask for feedback on the course. Here are the average scores from over 300 learners.

- I understand what a great team culture is and how a manager can take action to develop this for their team  Average Rating: 4.73/5
- I feel more prepared to conduct an appraisal  Average Rating: 4.75/5
- I understand how managers can drive up Psychological Safety & Trust on their teams  Average Rating: 4.64/5
- I understand that team managers can influence how their team behaves, to some extent  Average Rating: 4.91/5
- I feel that this course will improve how I manage people  Average Rating: 4.59/5
- I would recommend this course to others  Average Rating: 4.86/5
- I am leaving with some actions that I believe I will take  Average Rating: 4.64/5