

GateHouse courses at your workplace

GateHouse offers learning and development for people working in health and social care, local government and the not-for-profit sector. Our course leaders come to you to deliver a course tailored to your requirements. All our courses can be run on your premises or at a venue of your choice.

10 reasons to take GateHouse in-house

1. Experienced and professional course leaders: all our course leaders are experts in their field and have been chosen for their in-depth knowledge and exceptional ability to communicate this to participants.

2. Cost-effective prices: in-house courses are charged per day, not per participant. Therefore you pay one rate regardless of the number of people you wish to train (up to a maximum of 15). Additional savings are made by cutting out participants' travel and accommodation costs, as we send our course leaders to the venue of your choice.

3. Flexibility: we can offer a range of training opportunities from 90 minute *Nuggets*, to a one-day course to a multi-day modular leadership programme.

4. Loyalty discounts: we offer discounts for series bookings.

5. Convenience: employees often prefer to be trained in their own offices or locally to them. If you are located outside London, where the majority of our public courses take place, why not let us come to you?

6. We train your staff anywhere in the UK: our course leaders are happy to come to you in England, Scotland, Wales or Northern Ireland.

7. No hidden extras: our quotes are all inclusive so there are no additional course leaders subsistence or travel expenses to pay.

8. Back-up expertise: unlike single-handed training practitioners, GateHouse offers a strong team of course leaders so your learners won't be let down by sickness or a busy calendar.

9. Course materials delivered ready to go: we come to you but we make it as easy as possible for you as training organiser. A few days before the event you will receive the Gatehouse Training Box. We courier this to you with everything needed for a successful course. This not only makes things run more smoothly, but also greatly reduces the strain on your administrative staff.

10: Reputation: the feedback for our training programmes is second to none.

We run over 100 in-house courses each year, throughout the UK. You can find examples of your own excellent feedback on the back page of this prospectus

What are **your** needs?

All the courses set out in this prospectus can be run in-house. In addition popular topics chosen by learning and development managers are:

Coaching and mentoring	Managing career change
Commercial awareness	Managing change
Counselling skills	Managing with emotional intelligence
Customer care	Medical terminology
Developing good practice in clinical risk management	Mental health awareness
Equality and diversity impact assessment training	Negotiation skills
Facilitation skills	NLP
Finance skills	Presenting a positive image
Finance skills for directors	Problem solving
Interview and recruitment skills	Programme management

Our **clients** include:

British Medical Association	National Leadership and Innovation Agency for Healthcare
Chartered Society of Physiotherapy	St George's Medical School
City and Hackney Teaching Primary Care Trust	St George's Hospital NHS Trust
Croydon Social Services	Stockport PCT
County Durham PCT	Terrence Higgins Trust
General Medical Council	Tower Hamlets PCT
Health & Safety Executive	University of York
Lincolnshire PCT	Royal College of Ophthalmologists
MIND	Walsall Hospitals NHS Trust
NHS Education for Scotland	Welsh Assembly Government
NHS Northwest	West London Mental Health NHS Trust
National Children's Homes	Walsingham

Our **course** leaders

Leaders, listeners and guides – our course leaders provide knowledge, understanding and direction for a wide range of participants. They are there to inspire confidence and create the right environment for learning. They have years of experience training people from the voluntary sector, health and social care and the public sector generally. If you need a facilitator for your team's strategy day or want to take advantage of our new *Nugget* sessions, our course leaders do this brilliantly. (see p. 28 for more details)

**Ask us about our
Tuck-it-away scheme to
enable you to preserve
your training budget even
if you haven't managed to
spend it in the financial year.**

For in-house training, please contact Joy Shepherd on 020 8334 4510 to discuss how GateHouse can help meet your organisation's strategic aims or email gatehouse@chamberdunn.co.uk

The GateHouse management programme

We can help you to choose from our wide range of course modules to design a management programme that will meet your specific needs. Our experienced course leaders will lead you through the design process to create a programme that is unique to your organisation. The programme can be designed for all levels of managers, from new managers to experienced managers who need to hone their skills in certain areas.

Organising yourself and others	<ul style="list-style-type: none"> Identify your timewasters and how to prioritise your workload How to achieve your goals Delegating to others 	1 day
Managing team performance	<ul style="list-style-type: none"> Establishing performance expectations Giving constructive feedback on performance The principles of appraisal Preparing for the appraisal discussion Managing the appraisal discussion 	1 day
Motivating and leading the team	<ul style="list-style-type: none"> Understanding the role of the team leader Leadership styles Motivational theory and practical steps for managers 	1 day
Developing the team	<ul style="list-style-type: none"> Understanding the impact of learning style preferences Identifying development needs The role of the coach and the coaching process Skills and attributes of the coach Practical coaching techniques 	1 day
Handling difficult people situations	<ul style="list-style-type: none"> How assertive are you? Your approach to conflict situations Dealing with poor performance 	1 day
Problem-solving and decision-making	<ul style="list-style-type: none"> Understanding the nature, scope and impact of problems Problem-solving techniques and reaching a decision Communicating your decision 	1 day
Interviewing and selection	<ul style="list-style-type: none"> Assessment and selection techniques Staying the right side of employment law The interview process Conducting the interview Selecting the right candidate for you 	2 days

Additional modules include:

- Managing change
- Briefings and presentations
- Influencing others
- Communication skills at work
- Negotiation skills
- Facilitation skills
- Budgeting.

*Optional additions to the programme:**Live Project*

During the programme participants could choose to work on a project which is live for them. They would be asked as part of their course preparation to give some thought to an everyday challenge or a new way of working or an innovative approach which they would like to explore further during the programme. This would enable them to put into practice during the programme the techniques and approaches which are covered in the training. This is a practical and measurable way of embedding the skills gained into day-to-day working life.

Motivational speakers

A powerful change of pace towards the end of the programme, we can include a speaker who has the skills to inspire and motivate participants, by talking about their own experiences.

Follow-up sessions

We can offer one-to-one sessions to follow-up the management programme. Participants will have the opportunity to discuss how they have been able to make use of what they learnt on the course and focus on plans to take their new skills forward.

Accreditation

The management programme can be accredited by the ILM if required.

Case study:

Improving management effectiveness

Walsingham is a charity working in the social care sector across three locations in the UK, providing support for individuals with learning disabilities to live in ordinary homes in local communities.

GateHouse was asked to deliver a modular management programme for Walsingham, the objective being to enhance performance through improved management effectiveness.

After detailed briefing from Walsingham our course leader Nick Oliver designed a bespoke programme that covered:

- The manager's role and being effective
- Managing and motivating the team
- Dealing with difficult people situations
- Coaching and leading the team

The programme was divided into two two-day units and a follow-up day delivered over a 6 week period in Cumbria, London and Cardiff. During the programme participants were able to apply their learning to a work-based project with the aim to carry the project forward into the future. Projects covered included strategies for managing performance, managing sickness and absence and managing and communicating change.

The programme enabled participants to understand their strengths as people managers and identify where they could add value to the people they support. As part of the follow-up workshop, participants were given the opportunity to make practical and detailed plans for making a difference to both their performance and the performance of their teams.

"I have gained a lot of management skills. What worked was learning how to deal with being a manager all round – time, managing and leading people"

"I realised that I can delegate and take time out to make staff more knowledgeable to enable them to take on the delegated tasks"

Training Nuggets at your workplace

New
bite-size training

Our training *Nuggets* are a dynamic way to deliver short, succinct sessions on a range of subjects. Our 90-minute sessions can act as an introduction or refresher depending on your needs. You can choose from a wide range of subjects, focusing in on a specific topic, from a minimum of two sessions delivered in one day to a maximum of four sessions in one day.

As an example you could have:

9.30-11.00	Session one	Time management
11.30-13.00	Session two	Speaking with confidence
14.00-15.30	Session three	Handling difficult situations
16.00-17.30	Session four	Report writing

The sessions don't have to be attended by the same people throughout the day – your staff can dip in and out of the sessions according to their needs. Our training nuggets are a cost effective and time saving way to upskill your staff and complement existing training programmes. Subjects include presenting with impact, notetaking, effective meetings and time management.

Diversity, equality and human rights



GateHouse has joined forces with Diversity Marketplace to offer diversity and equality training tailor-made for your organisation and to provide flexible training packages relevant for all levels of your staff. Framed by your own equality and diversity values, policy and people management procedures, we provide participants with the knowledge and understanding so that they can act in a way that supports equality, diversity and rights, treating everyone with dignity and respect and acknowledging and valuing difference.

We aim to help you get diversity right; not simply to comply with the law, but to improve your organisation's productivity, to help you meet the needs of clients, patients and customers and to make you an employer of choice.

We can offer for example:

Diversity in the workplace: helping participants at all levels in your organisation to increase their understanding about the different strands of diversity: gender, religion, age, disability, ethnicity and sexual orientation.

Equality Impact Assessment: now a legal requirement but also the way to ensure that your organisation considers the likely impact of policies and projects on equality target groups and acts accordingly.

Caring for people with dementia



The Dementia Services
Development Centre

GateHouse works with the Dementia Services Development Centre (DSDC) at the University of Stirling to provide learning and development, in England and Wales, for practitioners working with people with dementia. With the publication of the National Dementia Strategy in England organisations must ensure that they create an informed and effective workforce for people with dementia.

Our courses include:

Advocacy and legal issues	Looking at the implications of various legal powers, including the Mental Capacity Act in England, on the person with dementia.
Communication and dementia	Helping staff to understand how to communicate well and to understand their own unconscious communications.
Creating a personalised care setting	Looking at practical ways of making the care home setting more homely and comfortable, while helping to reduce adverse incidents.
Dementia overview	Understanding people with dementia better to help you communicate more effectively with people with dementia, their families and carers.
Empowerment of people with dementia	Exploring the latest ideas on empowerment and personalisation.
Experiencing dementia	Encouraging staff to reflect on dementia from the point of view of the person with a diagnosis of dementia.
Managers as leader of dementia practice	Building on participants' experience of working in a dementia setting and focusing on leadership development.
Palliative care for people with dementia	Benefiting anyone involved in hospital, care home or community care of people with dementia at the end of life.

Work based training allows our course leaders to tailor a specific course to the development needs of your staff team. Each course is planned in consultation so that a jointly agreed proposal with evaluation of the impact is agreed before the programme starts.

Call Joy on 020 8334 4510 to discuss your learning and development needs.

Leading for productivity in leaner times

GateHouse has teamed up with leading NHS financial guru Noel Plumridge to run a range of courses to help senior managers thrive in NHS organisations in the face of likely constraints in funding.

As the NHS Confederation put it: 'In spite of reassuring political statements suggesting real terms growth, commentators suggest that the NHS will face a real terms reduction of £8-10 billion in the three years from 2011... This means the need for strong leadership and radical productivity has never been greater. *Dealing with the downturn*, NHS Confederation, June 2009 www.nhsconfed.org/publications.

Here are the course outlines:

Creating a recession-proof NHS finance department

This high-level course aims to equip directors of finance and senior financial staff in NHS organisations with the skills to adapt quickly to the changing financial climate.

The course, which can be tailored to meet your organisation's needs, sets the scene on NHS healthcare in the post credit crunch world and helps you decide to outsource or not to outsource. It covers assets and asset utilisation, finance staffing and skills, efficiency and effectiveness within finance, and how to add value and demonstrate your worth. And in the Darzi world, we tackle the key question: how do you engage clinicians?

Creating a recession-proof NHS human resources department

An action-packed course for directors of human resources and organisation development, and senior HR managers in NHS organisations to focus minds on what the HR department can uniquely contribute to deliver high quality patient care.

The course will explore NHS healthcare in the post credit crunch world and tackle the perennial question of to outsource or not to outsource. It will examine HR

staffing and skills, efficiency and effectiveness with HR and look at alternative ways of delivering HR expertise within your organisation so that you can demonstrate added value. And to realise the value of your human capital, we look at how you engage clinicians.

Increasing HR influence within NHS organisations

Human capital is the NHS's greatest resource which it squanders at its peril and people management is the key to delivering high quality patient services.

Building on key research findings, this timely course for directors of human resources, OD specialists and senior HR managers looks at NHS staffing and the recession, corporate governance and accountability, the HR department and the wider organisation, reporting on HR issues and HR metrics. And in the fight to win the hearts and minds of the board, we show you how to cope with the new financial challenges and convince the board that HR means business.

Working with you to create the course that's right for your staff.

Creating a recession-proof hospital trust

This course is specifically for non-executive directors who need to be prepared for the crucial decisions to be made over the next two years to prepare for NHS funding constraints. As recent events have shown, when things go wrong, it is always asked: what were the non-executive directors doing or not doing to allow this to happen? This course equips non-executive directors to ask the right questions and to deal effectively with the answers.

This is a fast-moving, intense course to bring non-executive directors up to speed with their responsibilities at a time when difficult decisions about funding and service provision need to be made. It covers NHS healthcare in the post credit crunch world and the role of the board and the non-executive director. It looks at the lessons to be learnt from failing Trusts; NHS finance in a cold climate and - of course - how to engage clinicians.

Creating a sustainable NHS therapy provider

With PCTs shedding their provider responsibilities, allied health professionals, district nurses, health visitors and others need to find a new home. These services are crucial in terms of delivering improved health service productivity by preventing unnecessary hospital admission and speeding discharge.

This course is for heads of therapy services, PCT service managers and SHA therapy leads who are involved in saying goodbye to PCT provider arms and looking at social enterprise and other opportunities to provide NHS therapy services in the post credit-crunch world. It covers: payment by results and therapy funding, costs, assets and all that, how to add value, making the business case and - of course - engaging the clinicians.

