

Leading Change, Improving Care

Do you want to enhance your leadership abilities and drive change at your place of work? The Leading Change and Improving Care programme (LCIC) is an excellent opportunity for you to gain the essential skills and knowledge required to lead change effectively. Led by our experienced trainers, learners will cover a wide range of topics across 5 days; including change management, leadership, and resilience building, and how to use practical tools and strategies to help you achieve your goals.

By participating in LCIC, you will gain a comprehensive understanding of change dynamics, develop leadership skills, and be able to create actionable plans to become a change leader and therefore improve care.

Please note: LCIC entails a commitment to completing work-based projects in between training sessions in order to successfully complete the course. These are practical projects, and will take approximately 2-3 hours to complete between each training session.

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Care Learning



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Learning Outcomes

The LCIC programme will support learners to consider:

- how to lead and manage the process of change within their team and organisation
- how to facilitate change sensitively, understanding reactions to change and how to build resilience for change
- successful leadership skills and behaviours
- building an action plan to continue to develop this change in culture within their organisations.

On completion of the programme, our aim is that learners leave having a greater understanding of change and how to implement changes within their own organisation. They will also have new / improved coaching skills and can start to think about using action learning techniques with their own teams.

Course Content

Day 1: LEADERSHIP:

- To understand what leadership is and how it differs from management.
- To understand the behaviours and qualities that produce effective leadership.
- To gain a deeper understanding of the challenges currently faced by adult social care services.
- To know how to complete a Quality of Interactions form when carrying out an observation.
- To understand the power of action learning and how it contributes to leadership learning.
- To appreciate the value of the Leadership Impact Project as a vehicle for ongoing programme learning and action learning discussions.

COURSEWORK: Undertake a minimum of 2 hours of observations before commencing day 2.

Course Content

Day 2: SOURCES OF CHANGE:

- To explore current leadership challenges.
- To explore the use of technology to improve outcomes.
- To consider sources and types of change.
- To understand planned and emergent change and the change equation.
- To explore how emotional intelligence (EI) underpins change leadership

COURSEWORK: Feedback the results of their observations to staff, with emotional intelligence, before commencing day 3.

Day 3: MOTIVATIONS TO CHANGE:

- To explore John Kotter's 8 steps of change.
- To understand motivation and change.
- To explore the concept of Compassionate Leadership.
- To develop peer coaching skills.

COURSEWORK: Have a coaching conversation with at least one staff member who is struggling with the concept of the change before commencing day 4.

Course Content

Day 4: CREATING A CLIMATE FOR CHANGE:

- To explore change resistance – how to spot it and minimise it.
- To appreciate creating a climate for change.
- To understand the Change Curve and peoples' responses to change.
- To understand how to engage people in
- To develop peer coaching skills.

COURSEWORK: Finalise your Leadership Impact Presentation ready for the final session.

Day 5: SHARING LEADERSHIP IMPACT PROJECT:

- Presenting LIP (project exchange)

The LIP that will be presented by the learner during day 5 should include the following points:

- A demonstration of why the learner chose their issue i.e. how they identified the need for change.
- An identification of the issue and the goals/objectives of the change project.
- A plan to outline how the learner aims to achieve the desired outcome.
- An identification of potential or actual areas of resistance and how the learner plans to overcome them.
- Reference to course concepts e.g. theories and models (applying theory to practice)

Course Content

Day 5 (continued):

It is expected that the learner's manager and/or director attends the presentation of the LIP on day 5. It is important that the LIP is observed by someone who has the authority to implement the change.

- Reflection exercise
- Plenary discussion
- Reflections/review/endings