



Institute of  
Health &  
Social Care  
Management

## Monthly events update

*Welcome to this month's events, free for SCA members.*

*To be able to attend [you need to have registered for FREE IHSCM membership here](#),  
using the SCA code.*

*You'll need your IHSCM membership number when registering for a free ticket.*

### **Empowered Leadership for Safe Compassionate Care series**

This series is facilitated by Tom Bell MIHSCM, Director and Lead Consultant, Cormetis Consulting who draws on a unique combination of lived, learned, and professional experiences to provide informed best practices. In the next 2 workshops Tom will focus on:

#### **The Orange 7th Hat: When and How to use it**

8<sup>th</sup> May 2pm

This session will introduce you to ethical decision-making in leadership and Edward de Bono's Six Thinking Hats concept.

Learn how to supplement six hats thinking with the orange hat of ethics to ensure the ethical dimensions in any situation are not missed or ignored.

Register here: <https://buytickets.at/ihscm/1420627>

#### **Handling and learning from service-user complaints as part of PSIRF**

15<sup>th</sup> May 2pm

In this session you will learn how to welcome, manage and learn from patient complaints and align your efforts with the implementation of PSIRF.

Tom will explain the importance of integrating empathy and structured processes when dealing with service-user complaints, especially in the context of the Patient Safety Incident Response Framework (PSIRF)

Register here: <https://buytickets.at/ihscm/1420629>

## **IHSCM Deputy Leadership Programme**

6<sup>th</sup>, 13<sup>th</sup>, 20<sup>th</sup> & 27<sup>th</sup> May at 1.30pm

Join IHSCM Director for Social Care, **Sue Jones** for this comprehensive training series aimed at **deputies and aspiring leaders**.

This programme aims to enhance leadership skills through a structured set of four 1-hour online modules, each building on the previous one. These sessions will be held weekly throughout May at 1.30pm.

In this series you will learn:

- The difference between managing & leading
- Values based leadership
- How to boost engagement & why it matters
- How to Build Trust
- Effective goal setting
- Understanding individual differences and perspectives
- Communication skills to lead well
- How to confidently give effective feedback both positive and negative
- Change management process & the psychology of change

**Join us for this valuable opportunity to enhance your leadership capabilities and prepare for future challenges in your career.**

Register now: <https://www.eventbrite.co.uk/e/1291120128059?aff=oddtcreator>

## **IHSCM Showcase: How To Optimise Patient Flow to Improve Surgical Waitlist Management**

30<sup>th</sup> May 1pm

We are excited to announce an upcoming showcase on **How To Optimise Patient Flow to Improve Surgical Waitlist Management** hosted in collaboration with our London Regional Hub, **Guy's & St Thomas' NHS Foundation Trust (GSTT) and Royal Brompton and Harefield (RBH) hospital**.

This event will share successful strategies and practices employed, to support others in enhancing their own processes and improving patient outcomes.

Don't miss this opportunity to learn from professionals dedicated to improving healthcare delivery.

Register now: <https://www.eventbrite.co.uk/e/1323472956239?aff=oddtcreator>