



**Kent, Surrey and Sussex  
Leadership Academy**

# Leadership Resources

Putting leadership at the heart of quality care

Information on a range of resources available to support your continuing leadership development.



Leadership Development  
Coaching and Mentoring Scheme



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As part of our commitment to develop leadership across the NHS in Kent, Surrey and Sussex, the Coaching and Mentoring Scheme provides a confidential service to match coachees and mentees with appropriate and qualified coaches and mentors.

We define Coaching as helping another person to improve awareness, to set and achieve goals in order to improve a particular behavioural performance, whereas Mentoring is helping to shape an individual's beliefs and values in a positive way; often a longer term career relationship from someone who has 'done it before'.

To access this scheme, please visit our website at

<https://coachingandmentoring.kssleadership.nhs.uk/>



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## Confident Conversations Toolkit

Effective communication is an essential part of our everyday lives. We are not only responsible for how we communicate our needs, but also how we receive and interpret the communication process as a whole. The purpose of this toolkit is to enhance communication skills and to provide effective approaches to help you manage confident conversations in all aspects of your professional life.

The toolkit has been designed by conflict management experts from the TCM Group.

You can access a copy of this on the KSS Leadership Academy website at  
<http://www.kssleadership.nhs.uk/resources>

## Leadership & Management Development E-Learning Modules

We have a suite of free to access leadership and management development e-learning modules available to staff who work in organisations which provide or support NHS healthcare across Kent, Surrey and Sussex.

Online learning is available in the following areas:

- Appraisal Skills
- Assertiveness in the Workplace
- Behavioural Based Interviewing
- Coaching Skills
- Coaching to Support Change
- Dealing with Difficult People
- Empowering the Manager – Managing Upwards

- Feedback using Emotional Intelligence
- Innovation in the Workplace
- Managing Absence
- Managing Change
- Managing Stress in the Workplace
- Performance Management
- Service Improvement
- Situational Leadership

We are pleased to advise that these e-learning modules are now also available on ESR. This means that trusts using ESR/OLM as their learning management system and e-learning platform can now arrange access to a number of leadership e-learning courses using their ESR/OLM login.

If your organisation does not use the ESR/OLM e-learning platform, then please email us for a generic username and password on [leadership.kss@hee.nhs.uk](mailto:leadership.kss@hee.nhs.uk)

You can access modules by visiting our website at:

<http://www.kssleadership.nhs.uk/user/login?destination=elearning-portal>



### e-Learning for Healthcare

e-Learning for Healthcare is an award winning e-learning programme providing national, quality assured online training content for the healthcare profession. E-LfH is a Health Education England Programme in partnership with the NHS and Professional Bodies.

You can access the modules via the website at <https://portal.e-lfh.org.uk/> Staff will need to register their details on the website, in order to log-in and should use a work email address. (As this service is designed for multi-professional staff within healthcare and no other sectors, anyone who provides a personal email address will have restricted access).



## London Leadership Academy Toolkit

As the Kent, Surrey and Sussex Leadership Academy are now working in partnership with the London Leadership Academy, you have access to their online Leadership Toolkit. The toolkit provides a source of support to all those who have responsibility for others and covers a range of topics including:

Managing self

Leading and managing others

Leading teams and change

Access the tool by visiting the London Leadership Academy website at

<http://www.londonleadershipacademy.nhs.uk/resources/leadership-toolkit>

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## Leadership Development Opportunities - Enabling and Supporting Leadership Development, OD and Talent Management

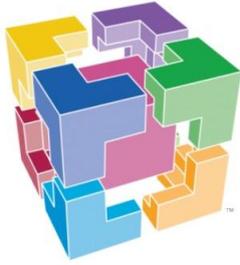
### East of England Leadership Academy



### East of England Leadership Academy Articles and Videos

Our colleagues in the East of England Leadership Academy have put together a useful collection of videos on **Systems Leadership**, together with a range of Leadership articles on topics including **leading change and leadership strategies**, which they are happy for you to use. You can access this resource at

[https://eoeleadership.hee.nhs.uk/resources\\_videos\\_articles](https://eoeleadership.hee.nhs.uk/resources_videos_articles)



## Healthcare Leadership Model

The Leadership Academy's Healthcare Leadership Model is to help those who work in health and care to become better leaders.

It is useful for everyone – whether you have formal leadership responsibility or not, if you work in a clinical or other service setting, and if you work with a team of five people or 5,000. It describes the things you can see leaders doing at work and is organised in a way that helps everyone to see how they can develop as a leader.

You can use the Healthcare Leadership Model to help you think about your own leadership behaviours plus it will also help you carry out appraisals, and to write documents such as personal and professional development plans.

Download a copy of the model on the Leadership Academy website at

<https://www.leadershipacademy.nhs.uk/resources/healthcare-leadership-model/nine-leadership-dimensions/>

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If you are looking to build a strong foundation of leadership skills that can help enhance your confidence and competence in your role, then this is the programme for you.

The Edward Jenner programme is an open access, online elearning package that will support you as you develop essential leadership skills; open to all, it leads to an NHS Leadership Academy award in Leadership Foundations.

To find out more about this programme, please visit the Leadership Academy website at

<https://www.leadershipacademy.nhs.uk/programmes/the-edward-jenner-programme/>