



Emerging Manager Programme: Hospital
Facilitator: Tricia Cunningham

	Date:	Time:
Programme Introduction :	Monday 6th November	2:00pm - 3:00pm
Programme Registration Link:		

Module 1: The Role of the Manager			
Session 1	Value of Teamwork	Tuesday 7th November	10:00am - 11:30am
Session 2	Stages of Team Development	Wednesday 8th November	10:00am - 11:30am
Session 3	When it Goes Wrong	Thursday 9th November	10:00am - 11:30am

Module 2: Communicating with Impact			
Session 1	Active Listening	Tuesday 14th November	10:00am - 11:30am
Session 2	Getting your Message Across	Wednesday 15th November	10:00am - 11:30am
Session 3	Passive, Aggressive & Assertive	Thursday 16th November	10:00am - 11:30am

Module 3: Understanding Self and Others			
Session 1	Introduction & Report	Tuesday 21st November	10:00am - 11:30am
Session 2	Different Types Explored	Wednesday 22nd November	10:00am - 11:30am
Session 3	Different Types Explored cont..	Thursday 23rd November	10:00am - 11:30am
	QQI: Presentations of Teamwork Exercise	<i>Thursday 23rd November</i>	<i>11:30am - 12:15pm</i>

Module 4: Time Management & Decision Making			
Session 1	Challenges: Working in a different Environment	Tuesday 5th December	10:00am - 11:30am
Session 2	Prioritising workload	Wednesday 6th December	10:00am - 11:30am
Session 3	Decision Making	Thursday 7th December	10:00am - 11:30am

Module 5: Customer Service			
Session 1	What is effective Customer Care	Tuesday 12th December	10:00am - 11:30am
Session 2	Develop winning care habits and norms	Wednesday 13th December	10:00am - 11:30am
Session 3	Dealing with difficult situations	Thursday 14th December	10:00am - 11:30am