

Course Overview - Price £850

Modules	Date	Time	Location	Facilitator
Introduction - Engaging Leadership	Wednesday 2nd April	9:30am - 4:00pm	St Ann's Heald Green	Caitlin Furniss, Education & Development Manager
Exploring Emotional Intelligence - Self and Social Awareness	Wednesday 7th May	9:30am - 4:00pm	St Ann's Little Hulton	Caitlin Furniss, Education & Development Manager
Managing Self	Wednesday 14th May	9:30am - 12:30pm	St Ann's Heald Green	Lorna Chudleigh, Volunteer
Quality Improvement	Wednesday 11th June	9:30am - 12:30pm	St Ann's Little Hulton	Kath Lamb, Quality & Governance Lead and Dr Lesley Henson, Consultant
Interacting with Others	Wednesday 11th June	1:00pm - 4:00pm	St Ann's Little Hulton	Lorna Chudleigh, Volunteer
Budgeting and Finance	Wednesday 2nd July	9:30am - 12:30pm	St Ann's Heald Green	Claire Murphy, Director of Business Development & Sue Boyes, Head of Finance
HR Toolkit - Management Essentials - Inspire	Wednesday 23rd July	9:30am - 4:00pm	St Ann's Little Hulton	Becky Long & Chrissy Petrou - People Business Partners
Change Management	Wednesday 6th August	9:30am - 4:00pm	St Ann's Heald Green	Caitlin Furniss, Education & Development Manager
Unconscious Bias	Wednesday 10th September	9:30am - 12:30pm	St Ann's Little Hulton	Lorna Chudleigh, Volunteer
Conflict Resolution	Wednesday 10th September	1:00pm - 4:00pm	St Ann's Little Hulton	Caitlin Furniss, Education & Development Manager
Reflection and Evaluation	Wednesday 17th September	1:00pm - 4:00pm	St Ann's Heald Green	Caitlin Furniss, Education & Development Manager

Meet your Facilitators

Lorna Chudleigh

Leadership Assessor and Development Facilitator
Lorna Chudleigh is a highly experienced leadership assessor and development facilitator, with qualifications including Level A and B psychometric testing from the British Psychological Society, 360 degree feedback, job analysis, competency design and a foundation in Coaching and Mentoring from the British School of Coaching. She is also a graduate of the INSEAD International Gender Diversity Programme. Lorna volunteers her time to St Ann's to support the Inspire programme.

Claire Murphy

Management Accountant

Claire Murphy was a Management Accountant 2008-2017 and St Ann's Head of Finance 2019 - 2024, before being promoted to Director of Business Development. She is a chartered Accountant (FCA) and has a BSc (Hons) in Finance & Accountancy.

Becky Long & Chrissy Petrou

People Business Partners

Becky Long & Chrissy Petrou both have L7 Advanced Diploma in Strategic People Management and CIPD membership.

Kath Lamb

St Ann's Quality and Governance Lead

Kath Lamb has developed and delivers the Quality Improvement (QI) module supported by Dr Lesley Henson (below). Kath is St Ann's Quality and Governance Lead. She holds PRINCE2 Foundation and LEAN Six Sigma Green qualifications.

Dr Lesley Henson, MBBS, MRCP, PhD

Consultant

Caitlin Furniss

Programme Leader for Inspire

Caitlin Furniss is currently qualifying in CIPD L7 Advanced Diploma in Strategic Learning & Development (2025). For more information about Inspire please contact her on cfurniss@sah.org.uk

Sue Boyes

Head of Finance

Sue Boyes has a BA(hons) in Accounting and Financial services and has gained her FCCA qualification working within both Public and Private sector organisations over the last 20 years.

HR Toolkit - Management Essentials - Inspire

Equality act & discrimination, recruitment and selection, managing poor performance and disciplinary/investigation meetings

Reflection and Evaluation

Where we reflect on what we have covered, feedback from candidates, and a review of the results of a survey done before module 1 and after module 10 to review the changes in aptitude after Inspire

Assessments on Inspire: there's no written assessment. Participation and engagement are a big part of how each candidate is measured. The only mandatory assessment is a pre and post survey, which asks each individual questions about their current competencies, confidence levels and understanding of key terms, we then repeat this test after Inspire to determine changes to skill, confidence and aptitude in our Reflection and Evaluation session.

Aim: to support leadership development across a broad range of relevant professional topics.

Learning outcomes: you will gain confidence and skills across leadership topics to guide managers/ leaders on managing and supporting their teams and the professional development of the leaders themselves.

Module Highlights

Introduction - Engaging Leadership

To develop the skills and equip leaders with confidence on the different leadership styles, identifying their own style, different types of followers, and how you would engage a team depending on differing roles, personalities, backgrounds and experience.

Conflict Resolution

Expanding on difficult conversations from 'Managing self' and reviewing de-escalation, remaining professional during conflict, predicting conflict, managing difficult conversations on different levels of seriousness from poor performance to redundancy.

Managing Self

Time management, self-regulation, problem solving, sound decision making, planning and organisation.

Quality Improvement

Project planning, what is Quality Improvement, how do we measure quality, and utilising quality improvement methods.

Unconscious Bias

How Unconscious Bias appears in the workplace, with a focus on how it can impact managing a team and recruitment.

Change Management

Change models, stakeholder management, engagement, reactions/ barriers to change, embedding change – a part of this model includes the delegates preparing a 60 second elevator pitch on a change they've been involved in which is presented to the group and then used for examples throughout the session.

Interacting with Others

Influencing others, personal impact, being assertive and having a difficult conversation.

Introduction - Engaging Leadership

An understanding of what Emotional Intelligence is, how it impacts us at work, why we must be self-aware, and utilising this to understand those around us to make us better leaders.

Budgeting and Finance

Financial terms, hospice structure, income & expenditure, budgets, VAT, prepayments, accruals and year end.