

Philippa Robinson and Robin Davis present:

A new direction for



Change Management

Ideal for: Clinical Leaders and other healthcare professionals working in Emergency, Cancer Services, Elective & Planned Care

Master Class

Learning Objectives:

1. By using the most up to date evidence, such as Kotter's recent refresh of the 8 steps for leading change, and best practice tools and techniques, and through facilitated discussion, delegates will be enthused and mobilised to develop plans of how to initiate and sustain improvements within in their organisation and health system.
2. Participants will explore techniques for spread and adoption of good practice at national and local levels. Reflecting on the experience of the NHS in improving access to elective services and how to support organisations to bridge the gap between theory and practice.
3. Participants will gain practical ideas and tools on how to understand complex services and develop capacity plans that meet demand, cope with variation and achieve improved access and patient satisfaction.
4. Participants will gain an in-depth and practical understanding of how to develop a programme of improvement which takes account of their personal style and unlocks the potential of the wider team.

Locations

1 March 2011 Brisbane QLD

2 March 2011 Sydney NSW

4 March 2011 Melbourne VIC

8 March 2011 Hobart TAS

10 March 2011 Adelaide SA

11 March 2011 Perth WA

A new direction for Change Management ?

Also available: In-house Master Classes with Philippa Robinson and Robin Davis

Have these two great change facilitators stimulate your team with a tailored Master Class in your facility. Limited dates: Enquire now by contacting Change Champions on (02) 9692 0533 or email: info@changechampions.com.au

Quality improvement tools and techniques

- Theoretical approaches
- Sustainability
- Models for improvement
- Pareto
- Capacity and demand and variation management
- SPC
- Stakeholder mapping

Large scale change

- 18weeks as exemplar and horizon scanning in the new political environment
- use of coaching to improve team performance and leadership
- spread, adoption and sustainability

Human dimensions of change

- Maximising your personal impact
- Dealing with resistance
- Thinking differently
- Creating the culture for innovation
- Engaging , influencing and mobilising
- Leadership

Workshop design

A range of approaches can be delivered

- Power point presentation
- Facilitated group work
- Skilled use of tools and techniques to release creativity , mobilise change and problem solve
- Use of powerful questions and action learning in small groups
- 1:1 coaching





Philippa Robinson

Philippa Robinson was the Department of Health's National Implementation Director, responsible for the successful implementation of the 18week elective care referral to treatment programme. This large scale transformation programme involved all parts of the health economy and professional groups, and has removed waiting as an issue for patients in England. The approach improved the quality and safety of elective services, with measurable improvements in patient experience.

Philippa has had a broad ranging career in the NHS, starting as a nurse, midwife and Health Visitor, and including executive posts in service improvement: acute, community and primary care commissioning, and she was also a Primary Care Group Chief Executive. Her key skills lie in leading and mobilising large scale change initiatives. Philippa is now working independently on a range of leadership and change programmes in the UK and internationally, including Clinical Leaders Network: Modernising Scientific Careers Early Adopters Programme: NHS Direct Clinical Engagement Project: NHS Elect Aspiring Directors Programme, and Midwifery Development Programmes in two SHAs. She is an executive coach to a number of clinicians, managers and executives in the NHS and DH.



Robin Davis

Robin Davis currently works with the National Intensive Support Team for England, directly supporting several NHS organisations to deliver key operational targets and improve patient services. He works closely with both executive and clinical teams on service improvement and performance management issues advising on priority areas and developing improvement strategies.

Robin previously led a national improvement project at the Department of Health supporting the NHS to transform services for patients with musculoskeletal conditions. Robin is an accomplished facilitator and enjoys the challenge of working with clinical teams to bring about improvements for patients. Key interests include, the application of lean principles to health care systems, managing systems to meet variations in demand and using the system levers to drive improvement.

**MASTER CLASS: A New Direction for Change Management
With Philippa Robinson & Robin Davis**

Registration Form

Delegate No.1 Details Prof/Dr/Mr/Mrs/Ms/Miss:

Surname: _____
Given Name: _____
Company/Organisation: _____
Position: _____
Address: _____
State: Postcode: _____
Country: _____
Telephone: _____
Facsimile: _____
Email: _____
Preferred Name for Badge: _____
Special Diet: _____
Disability Assistance: _____
Do you agree to having your email address included in the delegate list? Yes / No

Delegate No.2 Details Prof/Dr/Mr/Mrs/Ms/Miss:

Surname: _____
Given Name: _____
Company/Organisation: _____
Position: _____
Address: _____
State: Postcode: _____
Country: _____
Telephone: _____
Facsimile: _____
Email: _____
Preferred Name for Badge: _____
Special Diet: _____
Disability Assistance: _____
Do you agree to having your email address included in the delegate list? Yes / No

Delegate No.3 Details Prof/Dr/Mr/Mrs/Ms/Miss:

Surname: _____
Given Name: _____
Company/Organisation: _____
Position: _____
Address: _____
State: Postcode: _____
Country: _____
Telephone: _____
Facsimile: _____
Email: _____
Preferred Name for Badge: _____
Special Diet: _____
Disability Assistance: _____

**Master Class: A New Direction for Change Management?
With Philippa Robinson and Robin Davis**

Seminar Time runs from 09.00– 16.30

1 March 2011, Hotel Grand Chancellor, 23 Leichardt St, BRISBANE QLD 4000

PAY ONLINE WITH A CREDIT CARD

Early Bird: Full day Master Class paid before 25 February 2011 ___ @ \$455 pp (inc GST) \$ _____
Standard: Full day Master Class paid after 25 February 2011 ___ @ \$555 pp (inc GST) \$ _____

PAY ON INVOICE

Early Bird: Full day Master Class paid before 15 February 2011 ___ @ \$475 pp (inc GST) \$ _____
Standard: Full day Master Class paid after 15 February 2011 ___ @ \$575 pp (inc GST) \$ _____

2 March 2011, Quay Grand Suites, 61 Macquarie St, East Circular Quay, SYDNEY, NSW 2000

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Early Bird: Full day Master Class paid before 16 February 2011 ___ @ \$475 pp (inc GST) \$ _____
Standard: Full day Master Class paid after 16 February 2011 ___ @ \$575 pp (inc GST) \$ _____

4 March 2011, Ether Conference Centre (in the Swanston Grand Mercure Hotel) Enter from 195 Swanston St, MELBOURNE 3000

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Standard: Full day Master Class paid after 01 March 2011 ___ @ \$555 pp (inc GST) \$ _____

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Standard: Full day Master Class paid after 18 February 2011 ___ @ \$575 pp (inc GST) \$ _____

8 March 2011, Rydges Hobart, Cnr Argyle St & Lewis St NORTH HOBART, TAS 7002

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Early Bird: Full day Master Class paid before 03 March 2011 ___ @ \$455 pp (inc GST) \$ _____
Standard: Full day Master Class paid after 03 March 2011 ___ @ \$555 pp (inc GST) \$ _____

PAY ON INVOICE

Early Bird: Full day Master Class paid before 22 February 2011 ___ @ \$475 pp (inc GST) \$ _____
Standard: Full day Master Class paid after 22 February 2011 ___ @ \$575 pp (inc GST) \$ _____

10 March 2011, Intercontinental Adelaide, North Terrace, ADELAIDE, SA 5000

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Standard: Full day Master Class paid after 06 March 2011 ___ @ \$555 pp (inc GST) \$ _____

PAY ON INVOICE

Early Bird: Full day Master Class paid before 24 February 2011 ___ @ \$475 pp (inc GST) \$ _____
Standard: Full day Master Class paid after 24 February 2011 ___ @ \$575 pp (inc GST) \$ _____

11 March 2011, Novotel Perth Hotel Langley, 221 Adelaide Tce, PERTH, WA 6000

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Early Bird: Full day Master Class paid before 07 March 2011 ___ @ \$455 pp (inc GST) \$ _____
Standard: Full day Master Class paid after 07 March 2011 ___ @ \$555 pp (inc GST) \$ _____

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Standard: Full day Master Class paid after 25 February 2011 ___ @ \$575 pp (inc GST) \$ _____

TOTAL AMOUNT PAYABLE \$ _____

Payment Methods

Change Champions P/L ABN 67 093 954 413

1. PREFERRED Register Online at <http://www.changechampions.com.au>

Simply visit <http://www.changechampions.com.au> and scroll down the home page to the seminar of your choice and click on REGISTER. It's easy.

When you register on line, you can select your preferred payment option of:

- A) Generate an invoice that will be instantly emailed to the nominated responsible person
- B) Pay by EFT or cheque
- C) Pay online with a credit card

2. Pay on your Credit Card & fax your registration form

Cardholders Name (PLEASE PRINT) _____

MasterCard Visa ONLY

Card No.

Expiry Date: __ / __ / __ Amount to be charged: \$ _____

Cardholder's Signature: _____ Date: __ / __ / __

3. Pay by cheque/money order

Please make cheques/money orders for your **registration fees only** payable to Change Champions P/L

4. EFTPOS

Account name: Change Champions P/L

Bank: Westpac

BSB: 033 058

Account No: 198 743

Ref No: Changemanagement (Your surname)

5. Request an invoice

Name and position title of person responsible for the payment of the invoice: _____

Email address: _____ Ph: _____

All invoices must be paid prior to the seminar.

MAIL: Change Champions P/L
PO Box 668
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FAX: 02-9518 6898
From overseas: +61 2 9518 6898
PH: 02-9692 0533
From overseas: +61 2 9692 0533

EMAIL: info@changechampions.com.au

Your registration will be confirmed by email.

*CONDITIONS APPLY

You must pay on a credit card at the time you register if claiming a discount for online registration and payment.

Delegate Cancellation Policy

A 50% refund will be offered for cancellations received up to 28 days prior to the seminar. No refunds will be given between 0-27 days prior to the seminar but replacement delegate names are accepted. No refunds will be given for dinner cancellations 0-3 days prior to the seminar. If you have an unpaid invoice as at the first day of an event and for any reason do not attend, we will pursue payment as we will have already incurred costs on your behalf. Sorry, there are no refunds on drinks/canapé bookings, so please don't ask. Applications for cancellations and substitutions of delegates are **only accepted in writing** by email to changechampions@bigpond.com. The cancellation policy also appears at <http://www.changechampions.com.au> on the home page under terms and conditions.

I have read and understand the conditions and delegate cancellation policy.

_____ signed _____ / ____ / _____ date