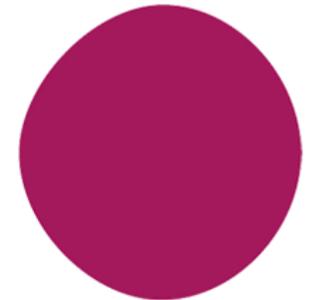
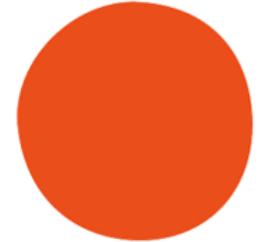
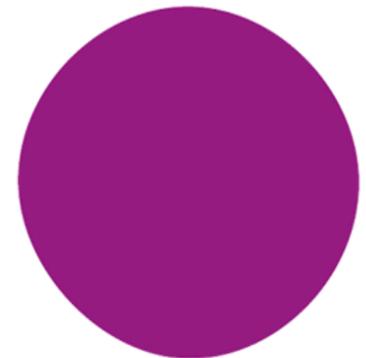
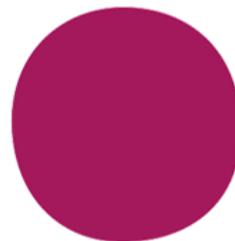
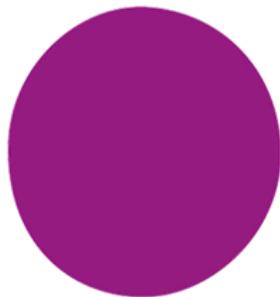
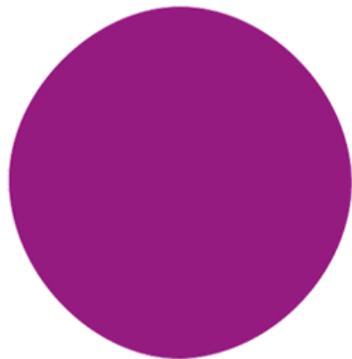




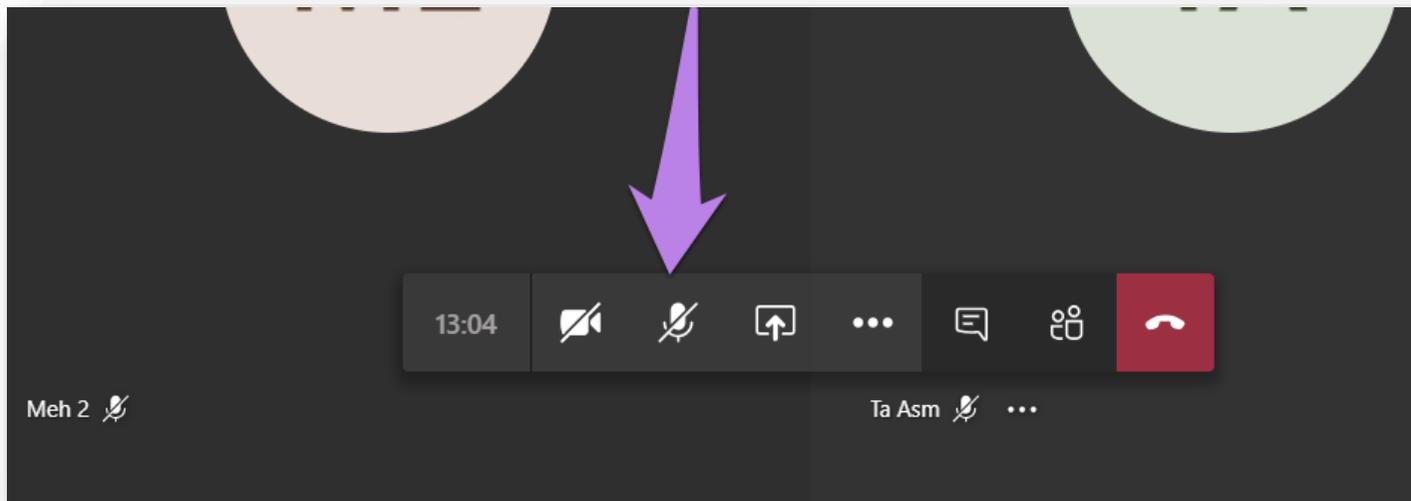
Your journey to a career in social care

Strong and supportive leadership to improve retention

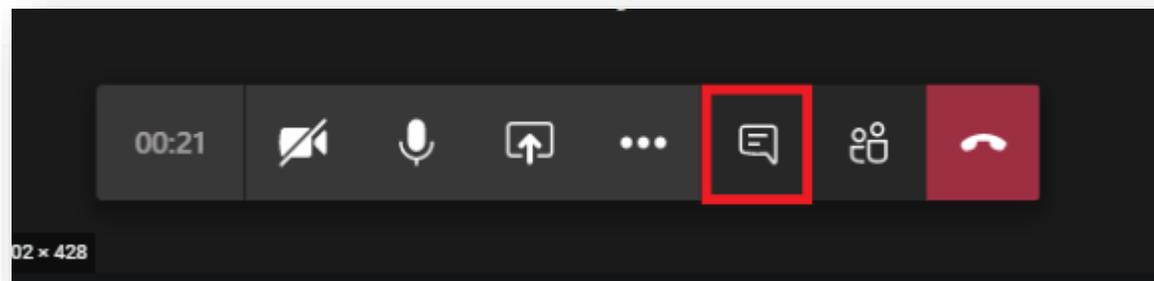
Welcome! Please introduce yourself in the chat



Stay muted while speakers are presenting to reduce sound disruptions



Use the chat function to ask questions for the Q& A panel



Today's agenda

- What do we mean by 'culture'? Why does it matter?
 - Include re-cap of employee engagement strategies from last topic conf
- What does a positive workplace culture look like?
 - Values-driven
- How do we implement culture change
- Leadership styles
- The importance of strong leadership
- Effective leadership techniques for retention

Slides and event recording will be circulated





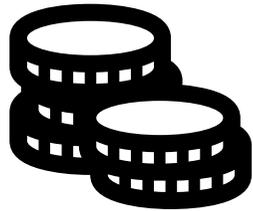
**What is 'culture' and
why does it matter?**

What is organisational culture?

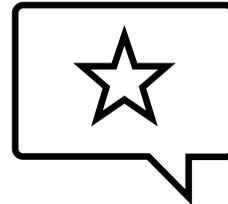
"Organisational culture is **the way that things are done** in an organisation, the **unwritten rules** that influence individual and group behaviors and attitudes"
- Chartered Institute of Management



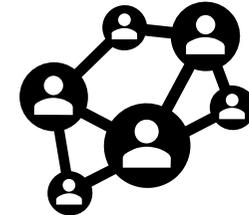
Why does organisational culture matter?



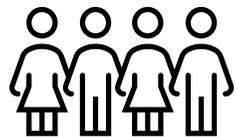
Save money on recruitment by retaining staff



Increased quality of care and support



High employee engagement leads to strong relationships and fresh ideas



Boost recruitment – happy staff are your best recruiters!



Smooth onboarding of new staff



Increased wellbeing leads to reduction in staff absences



**What does a positive
working culture look like?**

What do you think a positive organisational culture looks like?

- ON YOUR PHONES TYPE IN WWW.MENTI.COM
- ENTER CODE 4421435



Please enter the code

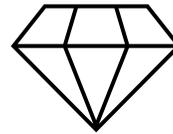
Submit

The code is found on the screen in front of you

A positive organisational culture



Managers are transparent and visible, all staff treated equally. Managers empower their staff



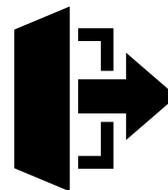
Staff feel valued, respected and confident



Staff are nurtured and encouraged to grow and progress



Smiles and Laughter whilst still being focussed and on task
Sense of community



Low staff turnover. Employees have been around for a long period of time and have no intentions of leaving



Inclusive. Shared decision making, employees 'have a voice' and sense of belonging

glassdoor® Examples of positive culture

#1 Salesforce



4.5



[See Reviews](#) | [View Jobs](#)

“ Friendly culture that prioritises employees' wellbeing and development, not just revenue generation.

#13 AstraZeneca



4.3



[See Reviews](#) | [View Jobs](#)

“ The culture of the company is great, putting employees' development at the heart of what they do.

#8 Bella Italia



4.3



[See Reviews](#) | [View Jobs](#)

“ Fantastic work-life balance which is hard to find in Hospitality. Recognition at its best and great opportunity to progress.

Key themes

- Development
- Progression
- Recognition
- Work life balance
- Wellbeing
- Friendly fun environment
- Transparency

Value-driven culture

What does this mean?

Company values align with employee personal values such as compassion, integrity, reliability, patience with the common goal of offering the best care.

Management lead with the company values at the heart of decision making and live the values personally

Employees who share the company values are motivated, more likely to stay and give high-quality care

Embedding these core values and behaviours into workplace culture creates a positive supportive environment which enables staff to grow.

How does value driven culture link to recruitment?

Our values define us as people, they influence our beliefs, our point of view, who we are and how we treat people

Values based recruitment

ensures that your workforce matches your company core values

Promotes your workplace culture

encourages consistency in high quality care provided

Reduces staff turnover

You can find more info on values-based recruitment within the [recruitment and retention toolkit](#) on our website



**How do we implement
culture change?**

Self- reflection activity

What do you do to make staff feel valued?

How do you nurture and empower your staff?

What changes would you like to implement in your organisation?

- ON YOUR PHONES TYPE IN WWW.MENTI.COM
- ENTER CODE 4421435



Please enter the code

Submit

The code is found on the screen in front of you

Understanding your organisation's current culture

Speak to your staff!

Staff surveys*

Staff engagement events

Supervisions & team
meetings

***Visit the Inspired to
Care Members' Area
for our free resource
on carrying out
effective staff surveys**

- *What is our current culture is like?*
- *What would our ideal culture be like?*
- *Do you think we have a strong mission statement, vision and values?*
- *Do you think our HR processes are clearly and actioned fairly and consistently?*
- *Do you think your job role is clearly defined?*
- *Do you have strong support from your leadership team?*
- *Do you feel valued in your role?*
- *Can you share your ideas easily with your staff / team?*
- *How does your team work together?*
- *Who makes the decisions and the rules for our organisation?*
- *Look at your current values – do you feel that they are right?*

Implementing culture change





Leadership Styles

The impact of different leadership styles

Directive Autocratic	Consensus Led	Coaching	Pace Setter	Affiliative	Visionary
					
Do what I tell you	What do you think?	Try this	Do as I do...NOW	People come first	Come with me
					



Guest Speaker

Izzie Kennedy

Building Strong and ▶ Supportive Leadership With Izzie Kennedy EQV UK Ltd



@EQV.Training



EQV Training



@EQVTraining



Welcome

Today we will uncover what your team really need from you

We will also examine how you can adjust your style to individual needs

The session is very interactive so please join in

Share you ideas with others...and enjoy!

Question

- ▶ Think of the worst manager you've had
- ▶ In your view, what did they do or fail to do that made them a poor manager?
- ▶ Please type your ideas into the chat bar

- ▶ Common complaints:
 1. Arrogance
 2. Indecisiveness
 3. Negativity
 4. Not listening

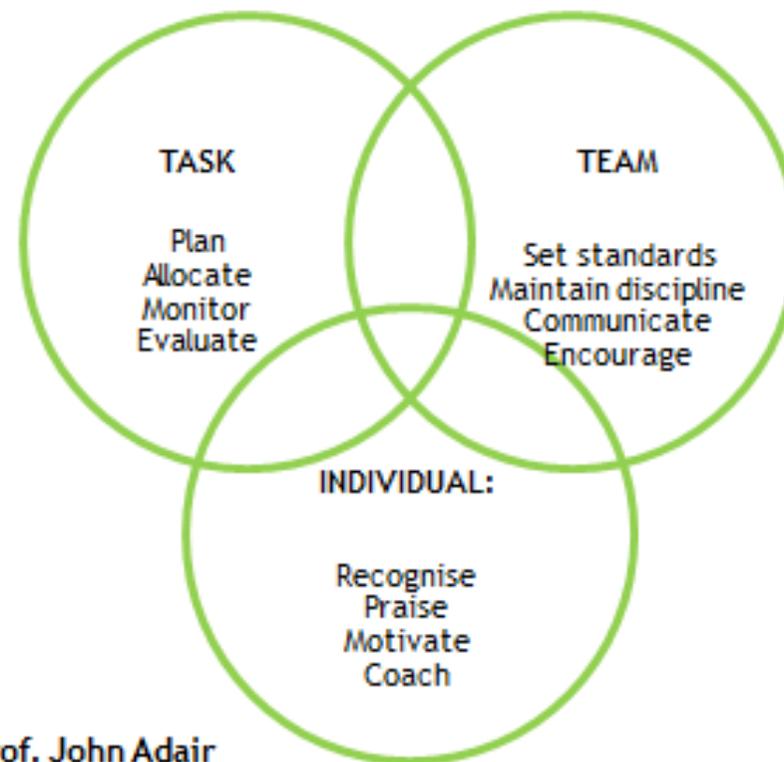


Action Centred Approach



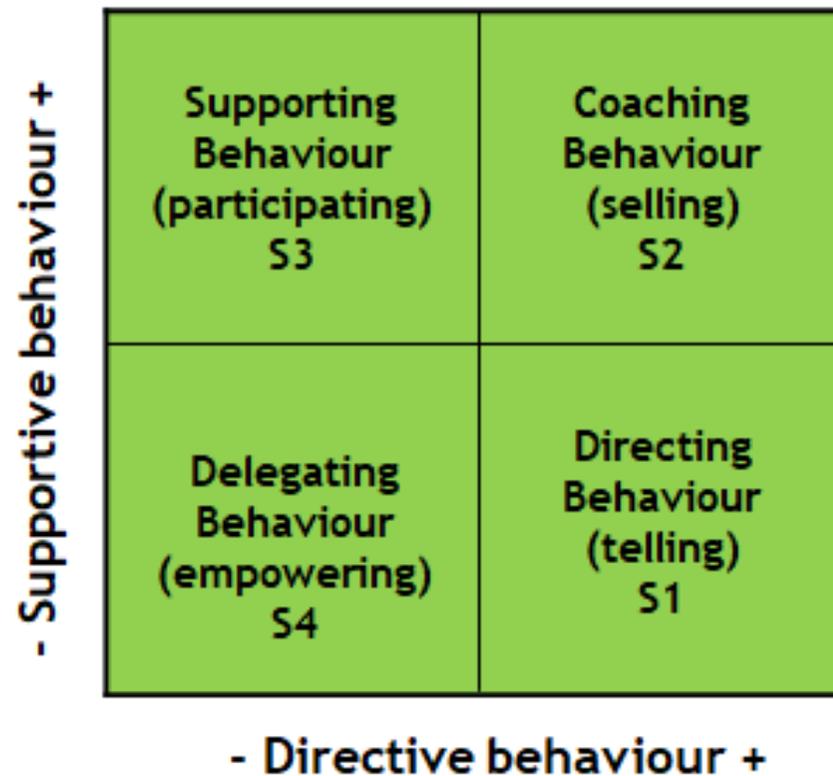
Leadership Actions - Prof. John Adair

Action Centred Competence



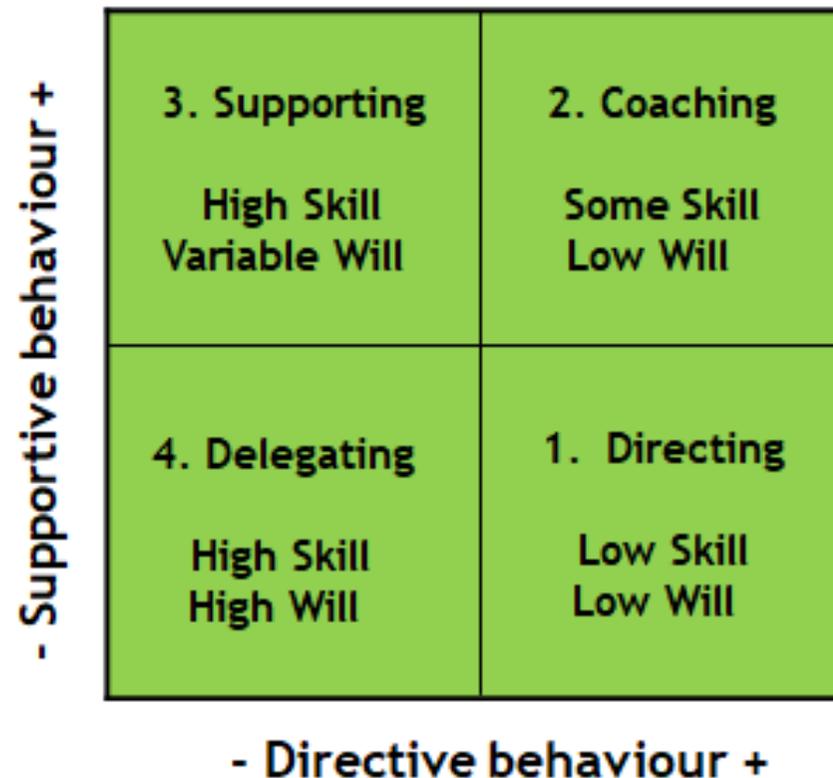
Leadership Competencies - Prof. John Adair

Situational Leadership



Blanchard & Hersey 1969

Applying Situational Leadership



Blanchard & Hersey 1969

And one last thing!

*A person who
feels
appreciated
will always do
more than you
expected.*

One action
you are going
to take
forward from
today

thank
you!

Any
questions?





Guest speaker

Nazir Hussein

Leicestershire Social Care Development Group

Partnership that involves the following
Sub-Regional Workforce Group (SRWG)



- Leicestershire County Council (includes ITC)
- Leicester City Council
- Skills for Care (SfC)
- Health Education East Midlands
- Invite Private Voluntary & Independent Providers
(reviewing terms of reference for SRWG)

Leicestershire Social Care Development Group

Leadership Offer post July 2021



Applied to become Skills for Care Endorsed Training Provider (TBC)

Well led programme - 4 modules

Well-led is a national leadership development programme for managers of adult social care services working in the private, public or third sectors. The programme is grounded in the reality of social care delivery and has been developed in partnership with registered managers familiar with the day-to-day challenges of leading a care team.

Who Should attend ?

The programme is aimed at Registered Managers and other operational managers currently working in adult social care settings who want to develop their leadership skills and knowledge.

Leicestershire Social Care Development Group

Leadership Offer post July 2021



Well Led Programme outcomes

- understand how leadership strategies and techniques can be used to transform services and improve the quality of care
- enhance leadership skills to become a more effective leader.
- gain improved confidence to lead services in an increasingly complex and challenging sector
- develop clear goals to improve personal leadership effectiveness
- learn from others and share experiences and ideas with peers to develop a strong support network.

Leicestershire Social Care Development Group

Leadership Offer post July 2021



Delegate Feedback from well-led programme (Feb 2021)

So many new and fresh ideas to take to my teams Be aware of my leadership strengths and weaknesses. Importance of networking and reaching out”

“Sharing information with each other”

“It would be impossible to chose one element from this training as I feel that all the units have been beneficial but if I was to chose one thing it would be the importance of being an inspirational leader, separating the managerial responsibilities from the leadership and giving time to be a good leader and not just a manage”

Leicestershire Social Care Development Group

Leadership Offer post July 2021

Lead to Succeed Programme - 5 modules

This programme is designed to help aspiring leaders and managers to develop their leadership and management potential.

Programme Outcomes

- successful behaviours for leaders and managers
- developing a positive culture
- effective supervision
- leading and managing the process of change
- leading and managing the inspection process.

It complements the Manager Induction Standards and Level 4 Certificate in Principles of Leadership and Management in Adult Social Care.

Leicestershire Social Care Development Group



Leadership Offer post July 2021

Delegate Feedback from lead to succeed programme (Mar 2021)

“It was really useful models to use, it was appropriate to the nature to the role, the skills were transferable “

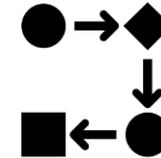
“well organised, resources were excellent, the delivery was fully engaging throughout”

“The LTS course was on the whole well run. The tutor was very informative and knew her field well, addressing other areas arising from questions. If course materials were missing they were e mailed out to us at the end or during course if needed. All areas addressed were supported with materials and personal planning, goal setting and assessing personal development.

Communication was open and always someone to answer or listen. Good use of breakout room and mix of different organisations and approaches. Addressed all areas no matter where you were/are on you journey.

Leicestershire Social Care Development Group

Leadership Offer post July 2021



Format on line (MS Teams)

Virtual (class room base) under review awaiting National Government lock down restrictions

Commitment to attend all modules (Failure to attend non completion of course and charge £100 per day)

Time: 10:00 to 16:00

Free to attend but reviewing a nominal charge (TBC)

Claim back funding from the workforce development fund (wdf)

[Skills for Care - Workforce Development Fund](#)

Need to complete Adult Social Care – Data Set (ASC-DS)

[ASC-DS short video](#)

Full Name, Establishment Name, which course you would be interested in to lscdg@leics.gov.uk

Leicestershire Social Care Development Group

Leadership Offer post July 2021



Well Led

Skills for Care - Well Led

Lead To Succeed

Skills for Care - Lead to Succeed

Leicestershire Social Care Development Group

Due to the pandemic - digital offer only



Current pre-recorded webinars available:

Moving & Handling Training The Trainer - Update

Safeguarding Making An Alert To the Local Authority

- **Safeguarding Adults Training for Trainers**
- **Care Certificate (how to support staff that undergoing the care certificate)**
- **CQC Best Practice**
- **Easy Write**

Leicestershire Social Care Development Group

Due to the pandemic - digital offer only
e-learning



- The Mental Capacity Act
- DoLS
- Mental Awareness
- Dementia
- Infection Prevention & Control
- Safeguarding
- Domestic Abuse
- Autism
- Positive Behaviour Support
- Unconscious Bias

Leicestershire Social Care Development Group

Current Training Offer - Live Webinar
MS Teams



Safeguarding Training the Trainer

10th June 2021 9:00 to 12:30pm

Making An Alert To The Local Authority

21st June 2021 13:00 to 16:00

Leicestershire Social Care Development Group

Access via the Learning Management System (Hub)
Need an account setting up



Complete template

lscdg.org/lms-information/

Email :

lscdg@gov.uk

Leicestershire Social Care Development Group



Any Questions ?

Leicestershire Social Care Development Group

Contact details



Nazir Hussein–Business & Development Manager

Nazir.hussein@leics.gov.uk

Tel: 0116 305 7363

lscdg@leics.gov.uk



Any questions?

Feel free to unmute or type in the chat box



Thank you

Visit inspiredtocare.co.uk, and follow us on Facebook and Instagram!