Workshop on
Building Effective Teamwork and Collaborative Effort in Health-care Delivery System
January 6 - 10, 2025, 1st Run: Lagos & Port Harcourt
July 7 - 11, 2025, 2nd Run: Lagos & Abuja
For Tutor -Led Class: 9am – 4:30pm
Workshop fee: N300, 000 per Participant
For online: Delivery via Zoom
Online course fee: N250, 000 per Participant
Available for In-plant Training

700 U$D for foreign Participants

Program overview:
Teamwork is essential in the provision of healthcare services. The division of labor among medical, nursing and allied healthcare practitioners means that no single professional can deliver a complete episode of health-care.
Health-care leaders therefore need to employ innovative practices to build effective care provider teams that will take responsibility to deliver effective healthcare services.
Patient experience and satisfaction outcomes are dependent on effective interdisciplinary teamwork; there is an urgent need for better preparation of health professionals in teamwork through collaborative effort required to deliver superior healthcare services

For whom:
This program is designed for all healthcare leaders in the medical profession that form part of the medical care giver in the healthcare industry such as Doctors, Physician Assistants, Nurses, Pharmacists, Dentists, Technologists and technicians, Therapists and rehabilitation specialists, Emotional, social and spiritual support providers, Administrative and support staff, Community health workers and patient navigators.

Learning objectives:
At the end of the program, participants will be able to:
- collaborate with each and every professional team member within the collective role set of care-givers;
- create a formidable medical team to deliver superior healthcare services;
- create a high performing team through effective communication where all team members tag along;
- use best practices for team leadership and skills to lead a high performing team;
- set clear goals, roles, and processes for conducting effective team meetings to lead a productive team.
- develop skills for team building. tools and tasks needed to move through each developmental stage;
- align individual's daily objectives to the overall team goals for effective team productivity;
- use effective communication tools to develop positive interactions among team members;
- effectively use brain storming to solve team problems, attain team goals, harmony and control;
- focus on fostering teamwork in the workplace to reduce medical errors and improve patient outcomes; and
- create an environment where relationships flourish, while ensuring effective organizational service delivery.

Course outline:
Day 1: The New healthcare environment
- Understanding your role as a team leader
  - Leader or Manager?
- Self-perception
- Beyond the Job description: finding out what your organization requires of you
- Balancing conflicting stakeholder demands
  - Medicine as a collaborative effort
- Understanding the nature of change
  - Model for implementing and managing change

Day 2: Team-oriented Goal Setting
- Setting Measurable goals for Self and Team
    - Establish objectives and accountability to ensure organizational productivity
- Setting bar for workplace conduct and attitude
    - How stakeholders influence service delivery outcomes
- Managing Performance
    - Improving team performance through equitable reward system and growth expectations
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Day 3: Communication Skills, Influence and Conflict Management
- Channels of Communication
- Effective communication reduces medical errors:
    - Clarification skills
    - Open-ended questioning skills
    - Patient focus skills
    - Screening skills
- Effective Listening Skills
- Emotions and Rapport
- Persuasion and negotiation: the keys to personal influence
- Managing conflict assertively

Day 4: Team Building and Management
- Team Building Skills and stages of team development
    - Team building in Practice: Team Building Exercise
- Identifying Team Roles
- Building and Sharing a Vision
- How High-performing Teams Work?
- Developing effective team Leadership
- Enhancing Team Performance through Coaching and Development
- Development Planning
- Virtual Team Management

Day 5: Creating Positive Workplace and Relationship Management
- Emotional intelligence at work
    - Overcoming the problem of ego in the workplace
- Communicating assertively
- Resolving conflicts in the team
    - Dealing with difficult people
- Creating a healthy and inspiring work environment
    - Running effective workplace meetings
- Strategies to boost team morale and motivation
    - How to create an empowered team
- Supporting staff which are having stress issues
- Creating fair workloads and monitoring staff stress levels

Training Methodology

Lectures, discussions, exercises, and case studies will be used to reinforce these teaching/learning methods.

LOCATIONS

1 - HCA Learning Centre. Acme House 2nd Floor, 23, Acme Road, Ogba, Industrial Scheme, Ikeja, Lagos, Nigeria

2 - Pearls Learning Hub, Plot 756, Opposite Divine Hand of God Ministry, Area 1, Garki, Abuja.

3 – Pakiri hotel Ltd., 4 Okwuruola Street, off Stadium Road, Rumuola, Port Harcourt, Rivers State.

Open Course Fee: N300, 000
In-plant Fee Negotiable

WORKSHOP FEE:
N300, 000 per participant, VAT –N22, 500
Note: this covers Workshop Fee, Tea/coffee break, Lunch, course materials and certificate of attendance.
Payment should be made into our Accounts:
Account Name: Human Capital Associates Global Consult Ltd.
Union Bank of Nig. PLC: Account No: 0097961537
First Bank of Nig. PLC: Account No: 2033683960
Keystone Bank Ltd.: Account No: 1007150325

For Booking / Enquiry, Call: 234-8051365946, 234-7087578814 24/7 Lines: 234-8068933608, 234-8029170491, 234-8145745664, & 234-9112830607

Human Capital Associates Global Consult Ltd is Accredited by Nigeria Council for Management Development (NCMD)

Lagos: Human Capital Associates Global Consult Ltd: Acme House 2nd Floor, Ogba Industrial Scheme, Ogba, Ikeja – Lagos
Website: www.hcaglobalconsult.com: Email: info@hcaglobalconsult.com, hcaglobalconsult@gmail.com
Tel: Office Lines: Mon – Fri| 8am-5pm|+234-8051365946, +234-7087578814 (Office Lines)
24/7 Lines: +234-8068933608 (WhatsApp), +234-8029170491 & +234-8145745664(WhatsApp) & +234-9112830607