



## Transformational Change Leadership Course (TCLC)

### Testimonials - February 2022


When I first heard about the Transformational Change Leadership Course, I initially thought it would be primarily for clinical staff within primary, secondary and tertiary care. However, I was delighted to discover that it was open to interested professionals who wanted to develop an understanding of their role, both in management and leadership, to assist with the ongoing transformation of the health and care services on the Isle of Man. I was equally delighted to be chosen to participate and although I was slightly over awed at the calibre of the course cohort (I am non-clinical and do not hold any higher level qualifications such as a degree), I was immediately put at my ease by the course co-ordinators, facilitators and my fellow course attendees, as we were all there for one purpose – to gain knowledge in order to facilitate the continuing transformation of health care. I have really enjoyed the course so far – it has hit the right mix of lectures, individual and group working and practical exercises. I have particularly found great personal benefit in the Action Learning Set meetings, where a problem/issue is brought to our set group by a group member, for discussion all under the supervision of a facilitator to keep us on track.

As we approach the halfway point of the course, my enthusiasm has heightened, not waned, as I am learning new approaches and tools and I very much look forward to each module and the wealth of knowledge it affords. I have to say that the course administrators, leaders, facilitators and guest speakers have all been excellent, and the course structure has proven to be very successful. I would highly recommend this course to anyone who wants to make a change for the better, both personally and professionally.

### **General Practice Manager**

I was fortunate to be selected to attend the first cohort of this inspiring course aimed at changing the leadership style and culture within health and social care in the Isle of Man to one that is more collective in nature.

I have attended leadership development courses in the past and this course has included change models and theories which has been a good refresher. However, this course focuses on a more collaborative approach encouraging participants to work together in an integrated manner towards common goals to improve outcomes for patients and the work force. I have particularly benefitted in learning about the wider services beyond Manx Care in our Island community including the private sector and charitable organisations and how we can all link together to improve local care. The networking and professional relationships developed during this course will no doubt be one of the greatest benefits. The course and the mix of participants encourages me to consider how my actions and service may link with and impact on other services; this will hopefully reduce silo working and encourage us to think in wider, more innovative and joined up ways. Wider discussions and sharing of ideas are aiding the development of my innovative thinking, something that does not come naturally to me. I am also becoming increasingly informed of which services could support my area of care to improve service delivery in the future whilst having the opportunity to champion my service and its role.



I would encourage anyone with an interest in being actively involved in improving service delivery and influencing positive change and the leadership culture of their area to apply for this course.

**District Nurse  
Adult Community Nursing Service**

The transformational Change leadership course has been inspirational. The calibre of presenters and speakers has been exceptional and demonstrates the breadth of professional backgrounds on which we can draw from and learn from. The strong link to the health and transformation panel allows you to live the changes to want to see and supports you to get involved in shaping Manx care.

This is also reflected in the diversity of professionals on the course, and the opportunity to network and learn from each other, and gain their support to help facilitate change in your own area should not be underestimated.

For me the TCLC has helped me in furthering leadership skills and developing new ones and helped me in securing a promotion. I'm looking forward to implementing these new skills and appreciate the support provided by the TCLC. I feel they are investing in me and supporting me to be a future leader of Manx Care.

**Advanced Clinical Practitioner for Frailty**

This is a well-structured and excellent leadership course. I have gained immense knowledge and insight into different types of leadership.

This course has really helped me to identify my current leadership style and develop my skills to a greater level. I am thoroughly enjoying attending this course and would highly recommend it to any colleagues who wish to improve their leadership skills.

**Consultant Paediatrician**

I am personally really enjoying the course. I think the variety of speakers, facilitators and content is top notch. There are some really strong characters in the room and that is nothing but helpful as if we are to instigate genuine change and transformation on island strong characters need to be picked up and carried along the journey too.

**Head of the Children's Centre**

The opportunity to participate in the Transformational Change Leadership Course has created opportunities for me to develop both personally and professionally. The course has supported me to build and nurture relationships with colleagues and partners from a range of backgrounds across Manx Care, wider health and social care partners and colleagues across our communities and most significantly third sector partners. The contribution, mentoring and development opportunities afforded by the facilitators has been both enjoyable and inspirational. The breadth and range of guest speakers has been varied and thought provoking, ranging (so far) from the Bishop of Sodor to the Vice-Chair of KPMG!



I'm really excited about the possibilities and opportunities, and we aren't even half-way yet.

### **Wellbeing Partnership and Local Area Coordination Lead**

My thoughts on the Transformation Change Leadership Course are that it has been a tremendous eye opener to the latest thinking about all the facets of healthcare delivery on the island and the integration of its contributory as well as dependent parts. We are exploring effective leadership, population health needs assessment, the role of service-user centred information technology, problem-solving action-learning sets as well as embarking on projects to develop services within our remits. We are also building networks within the group that will see us embarking on other projects. It is really empowering and exciting learning and I am glad that I was accepted on the course. The faculty that has been assembled and external speakers are all first-class.

I hope the IoM government will continue to support the TCLC. I have no doubt that with time it will prove to be a worthy investment.

### **Consultant Geriatrician and Division Clinical Director**


I have so far gained a great amount from the Transformational Change Leadership Course. From the facilitation to the networking and idea sharing, the course has been very well organised and is well structured. I continually look forward to the next module with enthusiasm and, to date, this enthusiasm has been rightly placed. I would highly recommend this course to anyone who is interested in developing their own knowledge or passion for healthcare transformation

### **Paramedic/End of Life Care Lead**

Upon starting the TCLC Project, I really did not know what to expect. I have always loved education, patients, healthcare but most of all doing things properly, with the patient always at the centre of the process, decision and act. I am also Manx born and educated and without those opportunities the Isle of Man gave me and continues to provide me with, I wanted to try and make a 'big' difference and hence transformation, leadership, change were all topics, words, subjects which ignited my passion to do just that 'make a change'. I have now completed 3 modules, read many books, reviewed projects of others and I am asked to reflect.

To me the course has been inspirational, in so many ways. Transformation covers a lot of aspects, although the one main theme is delivery of patient care and value.

In conclusion; I started knowing a little, but most definitely not enough. I now know certainly not everything but a lot more regarding transformation, leadership and change.



Do I think it benefits the Isle of Man, certainly yes, you need mentors and ambassadors who understand change. You need communicators, real people who can lead others to a new way of thinking, and ultimately better care and delivery.

You need people to tell the story of what started as a small seed and evolved into the project of transformation and I truly believe the government should invest in growing their own people who can continue to transform, lead and mentor for future generations.

**General Dental Practitioner**