

LEADERSHIP & MANAGEMENT TRAINING FOR HEALTHCARE LEADERS

"Impactful Leadership in Healthcare :
Improvement Quality of Life"

MALAYSIA - AUSTRALIA 20-29 September 2018

Venue:

Institute of Leadership &
Development (ILD)

UNIVERSITI TEKNOLOGI MARA
Lebuh Enstek, Bandar Enstek
Nilai 71760, Negeri Sembilan,
MALAYSIA

&

Edith Cowan University
270 Joondalup Dr,
Joondalup WA 6027
Perth, AUSTRALIA

REGISTER NOW!

Closing date is
31st July, 2018

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Co-organized by:



INTRODUCTION

Both leadership and management in the 21st Century are becoming increasingly more complex. Typically, organisations in both the public and private sectors are facing changes driven by political, economic, sociological, technological, legal and environmental issues. In order to successfully meet these challenges organisations need to ensure that their leaders and managers at all levels have a comprehensive understanding of their roles, goals and required competencies.

The Developing Leadership Competencies program is a 10-day training designed to equip leaders and middle managers in the hospital environment with the leadership competencies required to achieve business results through people. This program aims to create an interactive platform where participants can connect with one another and share experiences and learning for collective and personal growth and development.

Program content will include the following:

- Malaysia Component
 - o Transformational Leadership
 - o Creating Sustained Excellence & Change Management
- Australia Component
 - o Manpower and Human Development
 - o Healthcare Financial Management
 - o Management and Administration for Medical Leaders
 - o Managing Medico Legal Aspects of Healthcare
 - o Healthcare Services in Malaysia and Australia
 - o Hospital Visit - Clinical Management Systems

WHO SHOULD ATTEND?

- Director/Deputy Director of Teaching Hospitals
- Director /Deputy Director of Public & Private Health Organizations
- Clinicians/ Medical Practitioners
- Medical Researchers
- Hospital Administrators

LEARNING OBJECTIVES

At the end of programme, the participant will :

- understand the importance of character in management
- learn how to be a Champion of Change
- clarify the important roles as a leader
- understand a model for Developing a Successful Strategy
- know how to build a high performance team
- know the art of motivating employees
- understand financial management in healthcare
- understand the legal aspects of healthcare
- to communicate at a higher level

PROGRAM METHODOLOGY

In order to acknowledge individual participants' different learning styles the training course uses a wide range of training methodology. Your training course leader will encourage active participation to capitalize on your existing experience and expertise, plus the use of:

- Lectures
- Case studies
- Psychometric questionnaires
- Group exercises and discussions

In addition, where appropriate, participants will be encouraged to discuss 'real life' situations in their organisations.



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THE SPEAKERS

MALAYSIA

Professor Emeritus Dato' Dr Sheikh Omar Abdul Rahman

Sheikh Omar Abdul Rahman spent the last 41 years in teaching and research at Universiti Putra Malaysia (UPM). He was admitted to the membership of the Royal College of Veterinary Surgeons, London in 1977. He served as the Chairman of Nobel Laureate Committee of the Ministry of Higher Education Malaysia (MOHE) and Ministry of Science and Technology and Innovation Malaysia (MOSTI) (1997-2001). He also served as a member of the Research University Steering Committee of MOHE from 2003 until now.

As Director of Corporate Planning (2009-2011), he was responsible for formulation of strategic plans for the whole university, quality accreditation of all faculties, institutes, laboratories and other entities in UPM. He was awarded the Emeritus Professorship by UPM in March 2012. Dato' Dr Sheikh Omar is a certified NLP Practitioner. His devotion in the field of speaking and training has made him a frequent speaker to public sectors as well as private entities in Malaysia and internationally (USA, UK, Turkey, Doha, Oman, Yemen, Sri Lanka, Korea, Indonesia and Singapore). He has featured on RTM2 ("Be Excellence" program), IKIM FM (live) and BFM 89.9: the business radio station (live), speaking on leadership. He also hosted the weekly program "The Power of Leadership" on IKIM.fm that went on for 18 months in 2014 and 2015.

AUSTRALIA

Professor Di Twigg

Di is the Executive Dean of the School of Nursing and Midwifery Research Consultant in the Centre for Nursing Research at Sir Charles Gairdner Hospital. Previously, Professor Twigg spent most of her career in the health industry and has held several senior health executive roles, most notably as Executive Director of Nursing Services at Sir Charles Gairdner Hospital, a 600 bed Magnet designated teaching hospital. She combines her extensive experience in Health Service leadership with more recent research and policy development to make a research contribution to issues related to nursing workforce, hospital staffing and cost effective care.

Di currently holds an appointment to the National Nursing and Midwifery Education Advisory Network (NNMEAN) which is an advisory body responsible for the provision of advice to Health Ministers on issues relating to the planning and coordination of education, employment and immigration for nurses and midwives. She is a Fellow of the Australian College of Nursing, Fellow of the Australasian College of Health Services Management and member of the Honor Society of Nursing, Sigma Theta Tau International.



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Professor Stephen Teo

Stephen is Professorial Research Fellow of Work and Performance. He is one of the leading scholars in the field of human resource management. His research interests range across strategic human resource management, effectiveness of HR roles, change management in public and non-profit sectors, job stress, negative workplace behaviours, and structural equation modelling.

Dr Beverley Ewens

Beverley is a senior lecturer in the School of Nursing and Midwifery at ECU. She has been a critical care nurse for over thirty years and has held senior roles within the UK and Australian health care settings. These include senior clinical, managerial and educational roles. She completed her PhD in nursing; exploring the use of therapeutic story telling in intensive care survivors in November 2015 and is currently leading a research group, undertaking an intervention study which builds on the findings from her PhD. In her current role Beverley is Director of Postgraduate Nursing Studies; leading a team of nurses who coordinate a range of postgraduate courses within a variety of specialty areas.

Dr Mehran Nejati Ajibisheh

Mehran is a Senior Lecturer and the MBA Director in the School of Business and Law. His research areas include Corporate Social Responsibility and Sustainability, Green Human Resource Management, Organisational Excellence and Ethical Leadership. He has also taught various courses across business and management discipline on Business Sustainability, Corporate Social Responsibility, New Product Development, Business Statistics, Research Methods, Strategic Management, and Marketing.



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TENTATIVE PROGRAMME

DATE	ITERENARY
Day 1 : 20 Sept 2018 Thursday (Registration : 8.00a.m)	Transformational Leadership <ul style="list-style-type: none"> • Portrait of a transformation • Charismatic and transformational leadership • Phases of transformation • The importance of change. • Resistance and reactions to change • Making change stick
Special Group Coaching	Leadership at a Higher Level
Day 2 : 21 Sept 2018 Friday	Sustained Excellence & Change Management <ul style="list-style-type: none"> • The need for sustained excellence • Creating sustained excellence • The important role of leadership in initiating organizational change • The importance of shared vision • Understanding organizational values • Integration of knowledge with effective organizational theory • Catalysts for organizational performance • The change in culture
Special Group Coaching	Leadership 4.0 : Preparing the Workforce to Embrace Change
Day 3 : 22 Sept 2018 Saturday	Departure to Perth, Australia
Day 4 : 23 Sept 2018 Sunday	City Tour (Freemantle, Blue Boathouse, Araluen Botanic Park)
Day 5 : 24 Sept 2018 Monday	Manpower & Human Development <ul style="list-style-type: none"> • Overview of healthcare services in Australia • Governance of healthcare services • Healthcare organization • Hospital structural management • Human resources management • Talent management and succession planning

Day 6 : 25 Sept 2018 Tuesday	Healthcare Financial Management <ul style="list-style-type: none"> • Hospital planning & budgeting • How to control hospital financing? • Asset management • Value proposition • Healthcare patient management system • Delivery of high quality products & services • Crisis management
Day 7 : 26 Sept 2018 Wednesday	Managing Medico-Legal Aspects of Healthcare <ul style="list-style-type: none"> • Basic medico-legal concepts • Ethics and law • Indemnity & insurance • Medico-legal issues & avoidance • Medico-legal issues relating to patient safety, family rights, communication and information • Healthcare policy • Hospital visit
Day 8 : 27 Sept 2018 Thursday	Reflection, Discussion & Presentation <ul style="list-style-type: none"> • Healthcare Services in Malaysia & Australia
Day 9 : 28 Sept 2018 Friday	Closing Ceremony and Certificate Awarding
Day 10: 29 Sept 2018 Saturday	Departure to KLIA, Malaysia

VENUE

Institute of Leadership & Development (ILD)
UNIVERSITI TEKNOLOGI MARA
 Lebuhr Enstek, Bandar Enstek
 71760 Nilai, Negeri Sembilan
 &
 Edith Cowan University
 270 Joondalup Dr
 Joondalup WA 6027
 Perth, AUSTRALIA



DURATION

10 days (training in Malaysia & Australia)

FEE

(The price including 10 days training)

Economy Class* – RM27,300.00/person

Business Class – RM33,000.00/person

The Fee Includes :

- Return flight ticket from KLIA-Perth-KLIA
- Single room accommodation
- Meals
- Ground transport
- Visa and Insurance
- Course Materials
- Certificate of Completion

REGISTRATION FORM

NAME	
DESIGNATION	
ORGANISATION NAME	
ADDRESS	
TEL. NO.	
FAX. NO.	
EMAIL ADDRESS	
PACKAGE PRICE	Economy Class – RM27,300.00/person <input type="checkbox"/> Business Class – RM33,000.00/person <input type="checkbox"/>

NAME	
DESIGNATION	
ORGANISATION NAME	
ADDRESS	
TEL. NO.	
FAX. NO.	
EMAIL ADDRESS	
PACKAGE PRICE	Economy Class – RM27,300.00/person <input type="checkbox"/> Business Class – RM33,000.00/person <input type="checkbox"/>

PAYMENT INFORMATION

Payment shall be made to “**PUSAT PERUBATAN UNIVERSITI MALAYA**” through cross cheque, bank draft, local order or letter of undertaking.

Account Number 14171010007496
Swift Code BIMBMYKL
Bank Bank Islam Malaysia Berhad
Cawangan Universiti Malaya
Tingkat Bawah, Bangunan Peperiksaan
Universiti Malaya, Lembah Pantai
50603, Kuala Lumpur

KINDLY RETURN THIS FORM BEFORE CLOSING DATE (31st JULY, 2018) TO:

sales@ummc.edu.my

CONTACT PERSONS

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Prof Madya Dr. Jamaliah Said	03-55444891	019-2288049	jamaliah533@salam.uitm.edu.my

BOOKING AND PAYMENT POLICY

By completing, signing and submitting to us this registration form you are confirming a place for the training. You are also confirming your understanding of our Booking and Payment Policy.

CANCELLATION POLICY

- A **50% administration fee** will be levied for cancellations made up to **ONE MONTH** prior to the start of the course. Cancellations thereafter will be liable to the loss of the full fee. Notice of cancellation must be given in writing by letter or fax and action will be taken to recover, from the delegates or their employers, that proportion of the fee owing at the time of cancellation.
- Refunds for payments done via **Electronic Fund Transfer (EFT)** will be processed after the course.

DISCLAIMER

THE ORGANISER reserves the right to cancel an advertised course at short notice. It will endeavor to provide participants with as much notice as possible, but will not accept liability for costs incurred by participants or their organizations for the cancellation of travel arrangements and/or accommodation reservations as a result of the course being cancelled or postponed. If a course is cancelled, fees will be refunded in full. **THE ORGANISER** also reserves the right to postpone or make such alterations to the content of a course as may be necessary.