

**Make  
Healthcare  
Work  
Better**



**Compassion  
for Healthcare  
Workers**



# The Problem

Over **55%** of NHS workers have experienced  
**BURNOUT**

**31%** have taken time off due to **MENTAL HEALTH**  
reasons in the last year

Almost **78.5%** of NHS workers have considered  
**QUITTING**

**48%** reported **NOT** feeling **SUPPORTED**

**1 in 3** NHS workers have **LOOKED FOR JOBS** outside  
the NHS

The ongoing staffing shortages, exacerbated by poor  
mental health, lack of support and increasing  
workloads are creating a **CRISIS in the NHS**

Source: NHS Staff Survey/Unison/BMA

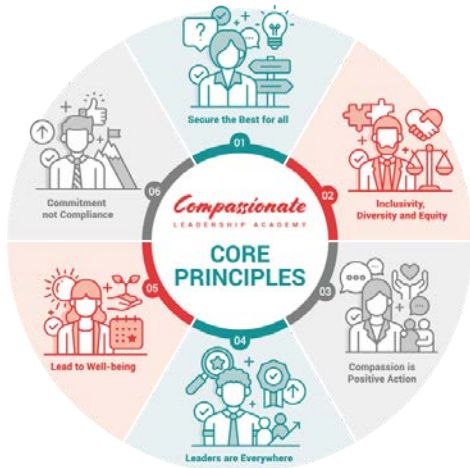
# The Solution

A programme that promotes well-being and the  
mental health of healthcare workers. Raising  
emotional intelligence and self-awareness so that they  
are better equipped to handle the stresses of working  
in healthcare.

**Proven results validated by independent  
behavioural science experts & impact  
statements from healthcare professionals.**



# Programme



## Online Course

15 modules, which can be done at a time suitable for the learner.  
Developing the mindset and practical skills of a compassionate leader.

## Masterclasses

7 masterclasses delivered to teams/cohorts virtually at key points in the online course by CLA accredited coaches. Masterclasses are recorded to ensure progression.

## Live Events

We recommend a series of 4 live events.

## Measurement

Integrated 4 impact measurement surveys and behavioural analysis

**Professionally  
Accredited**



# Syllabus

## Part 1

Modules 0 – 8 focus on Individual Authenticity: devoted to **MINDSET** recognising and accepting your authentic self.

## Part 2

Modules 9 – 15 focus on Collective Brilliance: giving you the **SKILLSET** to become a compassionate leader.



| Digital Modules |                               | 3-Hour Virtual Workshops |
|-----------------|-------------------------------|--------------------------|
| 1               | Core Principles / C4HCW Intro | 1                        |
| 2               | Johari's Window               |                          |
| 3               | Behind The Scenes             | 2                        |
| 4               | Changing Behaviour            |                          |
| 5               | Power of Purpose              | 3                        |
| 6               | Story Theory                  |                          |
| 7               | The Big Journey               | 4                        |
| 8               | Communication                 |                          |
| 9               | Power & Influence             | 5                        |
| 10              | Feedback                      |                          |
| 11              | Motivation                    | 6                        |
| 12              | Coaching                      |                          |
| 13              | Decision Making               | 7                        |
| 14              | Trust                         |                          |
| 15              | C4HCW Graduation & Launchpad  | Graduation               |

| Optional Leadership Bundle |                                               |   |
|----------------------------|-----------------------------------------------|---|
| 1                          | Leadership Lessons - Life                     | 1 |
| 2                          | Leadership Lessons – North Pole               |   |
| 3                          | Leadership Lessons – Sailing Around The World |   |
| 4                          | Delegation                                    | 2 |
| 5                          | Time & Task                                   |   |
| 6                          | Situational Leadership                        | 3 |
| 7                          | Balanced Leadership                           |   |
| Optional Management Bundle |                                               |   |
| 1                          | Managing People                               | 1 |
| 2                          | Managing Operations                           | 2 |
| 3                          | Managing Projects                             | 3 |
| 4                          | Managing Finance                              | 4 |



# Measure Success

A crucial element of any culture change programme is being able to measure the effectiveness of the intervention. To do this we engaged Mind Alpha, independent specialists in behavioural analysis and diagnostics.

## The Compassion Index

- The Index was created using a factor reduction model<sup>1</sup>
- An extensive review of literature regarding the impact of compassion in the workplace was conducted. This focussed on the impact compassion and compassionate leadership has on the life, impact on job performance, employee satisfaction and wellbeing<sup>2</sup>.
- The results of the Principle Component Analysis<sup>3</sup> process resulted in 9 factors defined by this model

## 9 Factors



<sup>1</sup> Hair, Black, Babin, Anderson, & Tatham, 2009

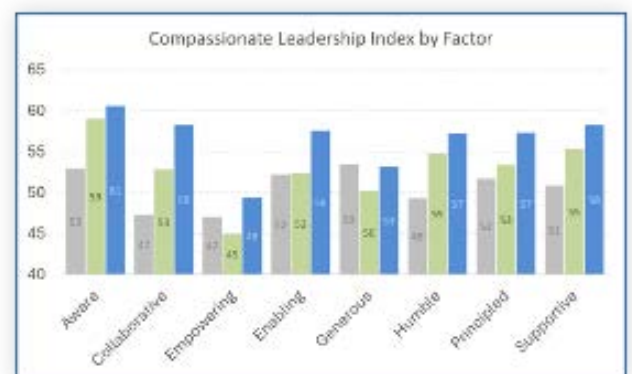
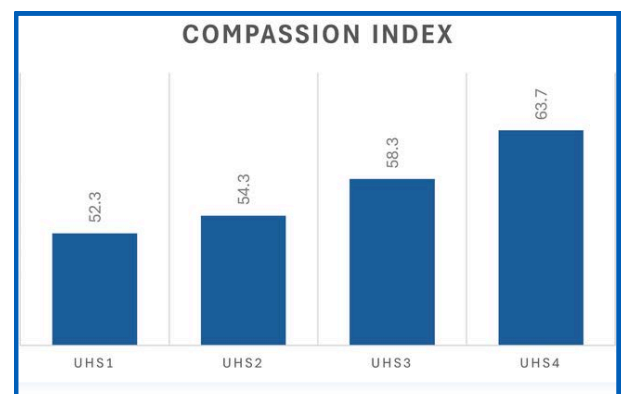
<sup>2</sup> Krekel, Ward, & de Neve, 2019) and (Medlin & Green, 2008.

<sup>3</sup> The Compassion Index was created using a Principal Component Analysis (PCA) framework with varimax rotation

# Insights

Using the independent services of behavioural science experts MindAlpha, the pilot C4HCW programme revealed:

- The results of the surveys suggest the programme has had a significant impact on the attitudes of participants towards the 9 key components of compassionate interaction.
- The teaching of the programme has shifted participants behavioural preferences on a set of operational behaviours linked to compassion
- Research suggests this can lead to reduced anxiety, lower burn-out risk and improved job satisfaction and performance.
- These changes should impact not just the participants, but their colleagues and their patients.
- **Phase 1** - Factors related to self-awareness and self-care rose fastest.
- **Phase 2** - Factors related to empowering and enabling others saw the strongest gains.
- **Phase 3** - Leadership related factors were the largest drivers of gains.
- **Overall** - These patterns mirror the content of the programme which suggests that the principal driver of gains was the learning from the programme.
- **Blockers** - The programme also identified 5 blockers that would prevent a successful cultural change.



# Impact Statements

- Huge impact. Leadership skills have been developed and polished. Massive inner journey.
- Highly recommend this course if you are serious about progressing down the manager route - it has opened my eyes to so much.
- I feel that I have become a better listener, and that in interactions I'm more aware that other people may have very different perspectives and priorities. I feel more able to recognise what my team wants from me as a leader, which has given me confidence to step into that role.
- As a leader, this CLA has given me so many tools to help me going forward. When I came into this program I was really struggling with my role due to a number of factors out of my control but CLA has given me a toolbox of skills that I can draw on when I am having a difficult day and doubting myself. It has also given me a number of great skills that I can utilise to help myself and my team grow and allow me to support other members of my team to progress within their careers.
- ....we learnt about and experienced the remarkable effect of working with understanding and empathy, and I'm confident this could be the start of a sea change in culture within the Trust....
- ...I was considering leaving healthcare as I was burnt out. The programme helped me discover who I am and what I want from my career .

Source: NHS Pilot Delegates

# C4HCW Story

A pilot programme initiated by Dr Ben Caesar (Consultant Trauma & Orthopaedic Surgeon) at University Hospitals Sussex implementing a compassionate culture FOR healthcare workers.

Involving the completion of The Institute of Leadership accredited & CPD certified Compassionate Leadership Academy (CLA) Digital online course, a series of supporting masterclasses and live events facilitated by CLA accredited coaches.

The course is available to all healthcare workers within the hospital and the masterclasses are deliberately mixed to ensure that everyone gains an understanding of issues within the respective departments. Supportive relationships and collaboration can be built upon.

The bespoke measurement tool creates a detailed picture of participants behavioural leadership preferences and the behavioural patterns which may be hindering their journey towards Compassionate Leadership throughout the programme.

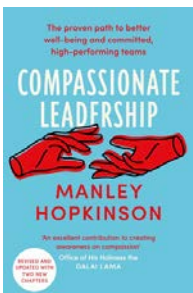
The insights gained will also allow the programme to develop and improve with great agility to ensure that the cultural journey is complete and successful.



# Contact



## *Compassionate* LEADERSHIP ACADEMY



The Compassionate Leadership Academy (CLA) was established in 2015, offering personal development, leadership and cultural change programmes.



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