

## Partnership Working – Support and Resources

There are a variety of resources available in terms of leadership management and development within NHSBT, and many of these are an excellent source of support when looking for further support with partnership working.

The list below contains a carefully selected group of resources which it is felt may be of particular benefit, but is by no means exhaustive. Further support and resources can be found under the [courses](#) and [leadership](#) areas on People First.

### Influencing Skills.

Whether you are looking to simply improve your communication with your colleagues or develop into a master communicator here is your opportunity to get the support you need. NHSBT is offering colleagues the opportunity to develop their skills with three comprehensive Influencing Skills programmes which can be accessed here:

### Coaching Conversations

Coaching Conversations can enable an environment of engagement, empowerment and proactive and innovative problem solving and decision making.

As coaching is all about personal one-to-one interaction, [this online module on Brightspace](#) has been developed so you can identify and understand some of the principles and processes of successful coaching conversations.

### Manager as Coach Course

Manager as Coach is a blended learning solution consisting of eLearning, reading material and 3 days of Virtual Classrooms (1 x 2 day plus 1 x 1 day). This development programme is for line managers who use the skill of coaching others as part of their role. You will need to have completed the coaching conversations eLearning and pre reading on Brightspace prior to attending this course

As a manager, coaching skills are a vital tool to allow you to get the best from your team.

This programme will develop your ability to use coaching as a key management style. It will enable you to carry out workplace coaching with your direct reports.

### Nipping it in the bud

A resource for Team Leaders, Supervisors, Line Managers, Donor Care Supervisors and all who manage people, to learn how to identify, prevent, and respond to conflict

in the workplace by ensuring it is nipped in the bud and formal complaints and grievances are minimised.

[Access Here](#)

### **Developing Emotional Intelligence**

Emotional intelligence enables us to recognise and understand our own emotions and those of others, and to use this emotional information to guide our thinking and behaviour.

[Access Here](#)

### **Challenging Behaviour Conversations**

An example of successfully handling a difficult conversation with about unacceptable behaviour in the workplace. How to prepare for and keep control of the conversation.

[Access Here:](#)

### **Poor Performance Conversations**

How to carry out and prepare for a conversation surrounding poor performance

[Access Here:](#)

### **Avoiding Workplace Conflict**

This short video looks at why conflict develops in the workplace and what we can do to address and resolve it effectively.

[Access Here:](#)

### **Influencing People**

Being able to influence effectively is a key skill for everyone in the workplace, from individuals who want to get their suggestions heard to leaders who need to get people behind their vision and make it happen. This short film looks at why we might need to influence others in the workplace, sets out a range of different influencing behaviours and strategies and shows how we can improve our own ability to influence those around us

[Access Here:](#)