



**The NHS Northern**  
**HOTEL SERVICES TRAINING ADVISORY GROUP**



Present a one-day workshop on:

# **“LEADING THE WAY TO THE FUTURE”**

to be held

**14<sup>TH</sup> OCTOBER 2015**

at

**PRESTON MARRIOTT HOTEL,  
The “Broughton” Suite, Preston Marriot Hotel,  
Garstang Road, Broughton, Preston, Lancashire, PR3 5JB**

Interested in developing your Managerial and Supervisory skills?

Then join us on the “Leading the way to the Future” learning event to be held in October 2015.

A topical and informative study day focusing on leadership and development within the changing NHS.

This one-day Learning Event will give delegates the opportunity to network with like-minded colleagues, sharing experiences and solutions within the current challenging environment. An introduction to social media, including common networks, how to get the best out of it and ‘what not to do’.

This programme is aimed at supervisors and managers working in healthcare estates and facilities services. Here you will learn and practice leadership exercises, share knowledge and skills and hear from key presenters with hints and tips for persuading, inspiring and motivating others.

This workshop aims to help you utilise the widest range of problem solving and decision-making and leadership tools to support a modern facilities service.

The event will cover the following related themes:

- Guidance and Equality
- Diversity and Confidentiality
- Managing Difficult People Situations
- “What Tools Do You Need To Help You Change?”

This workshop will offer insights into key skills and techniques that will help you in your everyday problem solving. In addition to good practice, guidance and practical strategies, there will be plenty of opportunity to test out things using some of the techniques introduced during the workshop.

**THIS CONFERENCE WILL BE BENEFICIAL TO ALL MANAGERS AND SUPERVISORS THROUGHOUT THE NHS WITH AN INTEREST IN DEVELOPING THEIR LEADERSHIP POTENTIAL.**

**WE ARE EXPECTING THIS WORKSHOP TO BE EXTREMELY POPULAR. RESERVE YOUR PLACE NOW**

## LEADING THE WAY TO THE FUTURE

14<sup>th</sup> OCTOBER 2015

### PROGRAMME

**9:00am REGISTRATION**  
Tea, Coffee and Bacon Roll

**9:15am WELCOME & INTRODUCTION**

**Presenter – YVONNE WIDDOWS**  
Senior Site Services Manager,  
Blackpool Teaching Hospitals NHS  
Foundation Trust  
(Chair of the Hotel Services TAG)

**9:30am MANAGING DIFFICULT PEOPLE  
SITUATIONS**

**Presenters – VICKY HIGGINS &  
ANDREA MIDDLETON**  
Human Resources Manager & Human  
Resources Advisor, Blackpool  
Teaching Hospitals NHS Foundation  
Trust

**10:15am LEADING FOR THE FUTURE—  
CHALLENGES & OPPORTUNITIES**

**Presenter – ALAN NOBBS**  
Senior Programme Lead, Programme  
Delivery & Frameworks,  
NHS Leadership Academy

*What's it like to be on the receiving end of me? This is a question that The Leadership Academy is increasingly asking its participants to consider when helping them to explore their impact and development requirements as a leader.*

*During this session we will therefore explore why it is just as important to develop your impact as a leader as it is to develop the technical skills and expertise required for your role and we'll explore some simple tools to help get you started on answering the question for yourself – and indeed for your teams.*

**11:00am MID MORNING BREAK**

**11:30am #LETSGETSOCIAL**

**Presenter – DARREN WILSON**  
Creative Director, Bespoke Web  
Specialists

*An introduction to social media and how to represent yourself, your company and your team through social channels.*

**12:15pm LUNCH**

**1:15pm THE BIGGER PICTURE**

**Presenter – PAUL HOLT**  
Divisional Director—Estates, Facilities  
and Capital, Lancashire Teaching  
Hospitals NHS Trust

**2:00pm EQUALITY & DIVERSITY**

**Presenter – MARK HATFIELD**  
Partner, Employment, Pensions and  
Immigration, Weightmans LLP

*An introduction to equality and diversity topics to include discrimination, whistleblowing, harassment and victimisation.*

**2:45pm UNCONSCIOUS BIAS**

**Presenter – CARL DEARDEN**  
Training Manager,  
East Lancashire Hospitals NHS Trust

*A fun interactive session that gets people thinking about their own perceptions and stereotyping.*

**3:15pm SUMMARY AND CLOSE**

**3:30pm AFTERNOON Tea and Coffee**

**SAFE JOURNEY HOME**

**LEADING THE WAY TO THE FUTURE**  
**14<sup>th</sup> OCTOBER 2015**

**PRESENTERS**

**YVONNE WIDDOWS**

**Chair of the Hotel Services TAG Group and Senior Site Services Manager, Blackpool Teaching Hospitals NHS Foundation Trust**

Yvonne is the Senior Site Services Manager for Blackpool Teaching Hospitals NHS Foundation Trust. Yvonne manages the Hotel Services Departments within the Trust. She has worked in the Facilities Sector for many years, originally for the Blackpool Trust, however, moving out to the private sector in 1994 for 11 years. In May 2005 Yvonne returned to the Blackpool Trust as Site Services Manager and in May 2006 took up her most recent post of Senior Site Services Manager and is currently enjoying working in such a diverse management role providing Operational Services across the Fylde Coast to patients, customers and clients. Yvonne is the PLACE (Patient led Assessment of The Care Environment) Lead for the Trust and works with colleagues across all Divisions to ensure the 'patients' experience' with regard to environment are exceeded. Yvonne is a trained 'In-House Coach' and delivers coaching conversation training sessions and Talk Safe training sessions within the Trust.

**VICKI HIGGINS**

**Human Resources Manager, Blackpool Teaching Hospitals NHS Foundation Trust**

Vicki is a CIPD Masters Graduate qualified in HR Management. Vicki has 16 years' experience as a HR Generalist and this career has been within three large NHS Trusts. She commenced her career at Blackpool Teaching Hospitals in 1999, moving to Lancashire Care Foundation Trust and North Lancashire PCT before returning in 2010. Vicki supports the Facilities Management, Corporate Services and R&D Departments providing a comprehensive generalist HR Service.

Vicki is experienced in advising on employment relation matters, organisational change programmes and undertaking investigations of a complex and sensitive nature. Vicki develops and delivers HR training sessions to staff within the Trust on a regular basis and she is also a trained 'in-house Coach'.

**ANDREA MIDDLETON**

**Human Resources Advisor, Blackpool Teaching Hospitals NHS Foundation Trust**

Andrea is CIPD qualified in HR Management. Andrea has 11 years NHS experience, firstly working as the Personal Assistant for the Chief Executive of the Trust and then changed her career to work in HR.

Andrea has 5 years' experience as a HR Advisor, supporting a diverse range of areas such as Corporate Services, Facilities Management and Clinical Services area. Andrea provides guidance and support to staff on Employee Relation issues and undertakes case work which ultimately can then lead to a more formal process. Andrea supports her HR Senior team in the delivery of HR Training to staff within the Trust and she too is a trained 'in-house Coach'.

**ALAN NOBBS**

**Senior Programme Lead, Programme Delivery & Frameworks, NHS Leadership Academy**

Alan joined the NHS, via a nursing route, in 1984 and is currently the Senior Programme Lead for Programme Delivery and Frameworks at the NHS Leadership Academy – having joined the team in April 2013 with responsibility for the delivery of a broad portfolio of leadership development work and lead responsibility for the research, design and delivery of the Healthcare Leadership Model.

Previously, he has worked in a variety of clinical practice, strategic management, change management and leadership development roles, at local, regional and national levels.

You can follow Alan on twitter @Alannobbs

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### PRESENTERS

#### **DARREN WILSON**

##### **Creative Director, Bespoke Web Specialists**

A hands on Creative & Art Director based in Preston, Lancashire. Darren has worked in the design/digital industry for more than 21 years and currently heading the creative department for an award winning digital agency Bespoke | Internet Darren has worked with clients such as: Red Bull, Sky, Channel 4 , BBC and Endemol TV.

#### **PAUL HOLT**

##### **Director of Estates, Stockport NHS Foundation Trust**

Paul has worked in the NHS for over 25 years. As a Chartered Builder, Paul graduated from the Lancaster Executive MBA Programme in 2008. Until May 2015 Paul was the Director of Estates and Facilities at Stockport Hospital Foundation Trust. His focus is to ensure all areas of his responsibility concentrate on the well-being of the Patient through timely interventions and progressive planning. Added to this is the successful delivery of significant cost reduction programmes, whilst successfully ensuring a safe and compliant hospital environment. Several major construction schemes are accredited to Paul and his previous team – the most recent project being the opening of a brand new £ 3m kitchen, providing plated meals to our inpatients and wide range of appetising choices to our visitors.

A keen advocate of P21+, Paul has led an exemplar project at Stockport, involving a wide range of User and Focus groups including Disability Stockport and Health Watch. The result is the commencement of the next part of the site rationalisation strategy, constructing an £ 18m, 150 beds, 3 storey ward/twin theatre development to be open in May 2016. More latterly Paul has been appointed as the Divisional Director of Estates and Facilities at Lancashire Teaching Hospital Foundation Trust. His new role is very similar to previous experiences, to be delivered in a larger more complex environment

Paul has been actively involved in the North West Training Advisory Group for several years. He recognises the benefits of NHS Estates and Facilities Professionals developing training programmes specifically designed to cover the needs of all their staff irrespective of the level they operate at. More recently Paul has been elected the Chair of the North West HEFMA Group.

#### **MARK HATFIELD**

##### **Partner, Employment, Pensions and Immigration Weightmans LLP**

Mark has over 20 years' experience in employment law matters, predominantly advising employers in all areas of employment and discrimination law. He acts for a number of blue-chip employers and large public sector organisations. He is also a highly experienced advocate before employment tribunals and regularly leads seminars and training courses.

Mark acts for a wide-range of private and public sector clients. He has considerable experience in acting for NHS Trusts and Healthcare clients generally, major retail and insurance companies, and in the education and social housing sectors. Mark also acts for senior employee individuals across a broad range of employment issues.

Mark is recognised as a leader in his field in both the Legal 500 and Chambers & Partners.

#### **CARL DEARDEN**

##### **Training Manager, East Lancashire Hospitals NHS Trust**

Carl has worked for the NHS in East Lancashire since 2009. With an extensive background of retail management training and development, he brings an interactive and unique style of delivery to every subject he delivers.

Carl has worked with and for some exceptional leaders, seeing the difference that these people have made to Patients and carers experiences have made him committed to identifying and developing future leadership talent.