

# Administration Community of Practice



**Time/Length :** All day

**Delivery Type :** Face to Face

**Topics Covered :** Lead difficult conversations, Manage people performance, Facilitate Continuous Improvement, Develop and use emotional intelligence, Communicate with influence

**Frequency :** 4 times a year

**Location:** All sites across district

**Target Group:** AO 5 (employed over 2 years) or AO 6 or HM1

**National Safety and Quality Health Service Standards:** XXX

**HSU Award :** Sound knowledge of the activities usually performed within the work area and their impact upon the activities of others.

**Strategic Alignment:** Deliver safe quality care and positive experiences – Build a culture of continuous improvement  
Support and develop our people – equip our people with the skills and capabilities to be an agile, responsive workforce