



Rising Stars

Creating
Confident
Leaders

Course Information



**Tunstall
Academy**

Skills for leading change.

Tunstall

Communicating with confidence

Effective communication is a critical part of professional success. Tunstall offers a wide range of support and resources to its customers, and our new Rising Stars initiative has been developed to help health, housing and social care professionals develop their impact and influencing skills.

The online course will be delivered in a blended learning format through distance learning, coached assignments and webinars, and comprises three modules:

- Presenting with impact
- Understanding motivators and drivers to facilitate effective peer meetings
- Effective media interactions

The content for each module will be split into sections, with materials issued each week for completion over the course of that week. Participants should expect this work to take approximately two - four hours per week. Upon completion of each module, a group coaching webinar will be held with all participants to consolidate learning and support relationship building.

Each session will be facilitated in a highly interactive experiential learning format, and attendees will work with qualified Business Coaches to explore theory, thought and practical applications.

Rising Stars has been designed to help participants to develop their ability to build productive professional relationships and develop skills essential to effective leadership. The course is free to a select group of up to 30 individuals, and is hoped that an in-person graduation ceremony will be able to take place in the autumn of 2021.

To apply, visit
www.tunstall.co.uk/rising-stars



Course content

Module 1 Presenting with Impact

Attendees will:

- Identify and learn skills to present with impact
- Identify the importance of key messaging and appropriate delivery
- Identify the importance of and learn skills to engage audience early
- Learn anchoring techniques to manage state and nerves
- Understand how to maximise use of non-verbal communication
- Learn key communication skills for group and 1:1 Interactions
- Practise presentation skills at group level
- Practise presenting clinical data with impact
- Receive feedback and 1:1 coaching on presentation style
- Create an action plan for success when back in role



Module 2

Understanding motivators and drivers to facilitate effective peer meetings

Attendees will:

- Understand the role of emotional intelligence in minimising conflict and creating a positive environment
- Understand the importance of values, beliefs and assumptions
- Develop powerful questioning skills to understand motivators and drivers of others
- Understand full circle communication and active listening, clarifying and restating
- Develop assertiveness skills to present own case
- Learn reframing techniques to handle conflict and differing opinions during peer interactions to overcome obstacles to change
- Develop skills to facilitate and chair effective peer meetings
- Practise new skills
- Create an action plan for success when back in role

Module 3

Effective Media Interactions

Attendees will:

- Identify and understand the key do's and don'ts when dealing with the media
- Learn the skills to deal with intrusive media and maintain a positive state
- Learn key skills to facilitate an effective media interview
- Understand the importance of sticking to message and how to recover
- Practise being door-stepped
- Work on case scenarios to practise transparency and disclosure, and door-step challenges
- Create an action plan for success when back in role

Tunstall has been at the forefront of technology innovation for the health, housing and social care markets for over 60 years. Its pioneering software, hardware and services enable new delivery models which can transform services across the care continuum, and empower people to live independently and with an improved quality of life.

Tunstall works with social care providers, healthcare services, housing and retirement living providers and charities in 22 countries, improving the lives of more than five million people, including those living with dementia, learning disabilities, physical disabilities and long-term health conditions.

Tunstall's innovation-led, person-centred Connected Care and Health solutions connect people and integrate services, enabling early intervention to avoid or mitigate adverse events, and improve outcomes. As technology advances, we have the capability to not just react to events, but to predict and even prevent them, using data-driven insights. The Tunstall Cognitive Care approach can help to create intelligent, personalised care programmes and effectively allocate resources, making sure those in need have the right levels of support and reassurance.

For more information please visit
www.tunstall.co.uk/rising-stars