



# 6-week online health management short course

BY JCU HEALTH MANAGEMENT GROUP

The JCU Health Management Group provides a range of exciting programs to health services managers with the fundamentals to be a great leader and manager, to take their career to the next level, and make an impact.

Business guru Peter Drucker said: "So much of what we call management consists of making it difficult for people to work."

Many managers get promoted because they are good at what they do – a good clinician, or accountant, or administrator, etc, but the truth is, managing people and being a leader is a whole different thing!

**We are here to make management easier and to help you to become a better manager and leader!**

The interactive short-course programs are all about making it easier, more enjoyable, and successful for you and your team. Taught by highly qualified people with experience in education, training, leadership & management, and the health sector, the short courses allow you to learn and practice skills that you can apply straight away.

## Online Workshop Series I: Know the Essentials

### YOU WILL LEARN

The essentials of what you need to know and do to be a great health services manager and leader.

### WHEN

Every Thursday from 28 April - 2 June 2022,  
5pm - 7pm AEDT

### DURATION

Per series: 6 x 2-hour sessions (12 hours total)

### COST

\$2000 + GST per series if pay by April 6 or  
\$2300 + GST per series there after  
Registration closes April 18, 2022

### WHO SHOULD ATTEND?

Executives, managers, supervisors, team leaders, or those looking to take their health services career to the next level in clinical and administration roles.

### APPROACH

A relaxed & supportive environment with interactive activities focused on gaining impact after the sessions

- Learn anywhere via virtual classrooms with these short, focused sessions
- A balance of information and practice using real-life examples and scenarios
- Course numbers are capped at 15

**REGISTER NOW**

## Meet the Presenters



### **Adj Prof Mark Mackay** BSC(HONS) BEC BCOMM GRAD CERT (HIGHER EDUC) PHD

Dr Mackay is an Adjunct Professor of the College of Public Health, Medical and Veterinary Science, James Cook University. Mark was formerly the head of two health administration programs in Australia and taught a range of subjects to students in Australia, Singapore and China. He has also delivered workshops for industry and has extensive industry experience across a range of areas – health, economic development, education and has been a director of a consulting company for 12 years. Dr Mackay is passionate about students gaining the skills and knowledge that they need now for their individual career journey.



### **Mr Ian Walton** BA, DIP ACCOUNTING, MBA

Mr. Walton is a passionate educator and has been involved in teaching health services management students for many years. He incorporates his extensive industry experience to make learning fun and relevant. He has taught students in Australia and overseas. As well as being an educator, Ian has worked in various public hospitals and was the director responsible for data quality and improvement at Medicare Australia. Ian has taught financial management and has also been a guest presenter in various subjects. Ian and Mark have developed the “know your business framework” which has been used to help health service management students better understand the organisations in which they work and the health system in general.



### **Ms Vanessa North** RN MBUS

Ms. North is an engaging trainer, coach & management consultant who has worked in executive roles for over 20 years, in health, universities, TAFE and the private sector; in Australia, New Zealand, & Singapore. She currently works as a university Lecturer in Health Services Management, and runs leadership & management training & coaching. Vanessa is a former RN Organizational Development specialist at a hospital in New Zealand, and Director of Learning & Development in the federal public service. She has been an invited speaker and chair at many international events, and is passionate about providing participants with practical skills.

## The six sessions

### **SESSION 1 KNOW YOUR BUSINESS AND YOURSELF**

This is a critical thinking session where we help participants discover the assumptions and biases that exist, and introduce them to the 'Know your business' framework.

### **SESSION 2 KNOW YOUR BUDGET AND OVERCOME THE FEAR OF NUMBERS**

In this session we provide participants with an understanding of why budgets are important and the skills to develop a simple budget.

### **SESSION 3 KNOW THE HEALTH SECTOR**

In this session we explore the different components of the health system and the challenges that this presents to both providers and patients/clients.

### **SESSION 4 KNOW HOW TO COMMUNICATE: ASK GREAT QUESTIONS**

In this session you'll learn the fundamentals of asking great questions to solve problems, build trust, and develop and inspire your team.

### **SESSION 5 KNOW WHAT YOU NEED TO BE A LEADER: EQ, VISION, AND TRUST**

In this session we delve into the qualities of good leadership.

### **SESSION 6 KNOW THE FRAMEWORK FOR CHANGE (DMAIC)**

In this session we examine the DMAIC framework and how it can be employed to guide change projects and help ensure that change projects deliver the intended outcomes.

Courses or individual sessions can be developed or tailored for your organization.

Contact Associate Professor Zhanming Liang for an obligation free discussion. Email: [zhanming.liang@jcu.edu.au](mailto:zhanming.liang@jcu.edu.au) or +61 7 4781 5040