

Effective Coaching and Mentoring Programme

Health Education England (HEE) working in collaboration with UMD Professional Ltd are pleased to provide registered Dentists the opportunity to up-skill, adding strength to the dental team.

Course description

This practical three-day course will enable delegates to develop their skills and confidence in developing staff, dental colleagues and other members of the dental team at all levels through the application of appropriate coaching and mentoring techniques.

The interactive programme will cover (for a full list please visit the online booking system Intrepid).

- Principles and practice of effective coaching and mentoring and when to use each
- Giving feedback and developing confidence in addressing challenging issues and increasing assertiveness.
- Practice in coaching and mentoring techniques

This is a 3-day programme, and between days 2 and 3 participants will be expected to carry out coaching and mentoring practice and to be able to reflect on this on day 3 of the programme. Participants will also have access to one to one support via the telephone for one hour between days 2 and 3 of the programme.

Day 3 will incorporate an assessment element, successful completion of which will allow for a certificate of competence to be awarded.

Please visit the booking system via <https://secure.intrepidonline.co.uk/CourseManager/EMD> for more information on the programme and to book a place on a cohort. Search for course code WM111, EM200 or EOE081 under 'Events' to access the course(s).

Please direct queries about the programme to fiona@umdprofessional.co.uk

Please direct queries about using the booking system to DWD.ME@hee.nhs.uk

Delegate fee (applies to all three cohorts) - **£180** payable through the online booking system Intrepid

<p>Cohort 1 – WM111 – programme will take place on a virtual platform</p> <p>Day 1: Wed 21st Oct 2020, 09:30 – 16:30</p> <p>Day 2: Thurs 22nd Oct 2020, 09:30 – 16:30</p> <p>Day 3: Thurs 26th Nov 2020, 09:30 – 16:30</p>	<p>Deadline for booking onto the programme via the online booking system Intrepid Wed 23rd Sep 2020.</p>
<p>Cohort 2 – EM200 – 1 Westbridge Close, Leicester LE3 5DR</p> <p>Day 1: Wed 4th Nov 2020, 09:30 – 16:30</p> <p>Day 2: Thurs 5th Nov 2020, 09:30 – 16:30</p> <p>Day 3: Tues 15th Dec 2020, 09:30 – 16:30</p>	<p>Deadline for booking onto the programme via the online booking system Intrepid Wed 7th Oct 2020.</p>
<p>Cohort 3 – EOE081 – 2-4 Victoria House, Capital Park, Fulbourn, Cambridge CB21 5XB</p> <p>Day 1: Wed 20th Jan 2021, 09:30 – 16:30</p> <p>Day 2: Thurs 21st Jan 2021, 09:30 – 16:30</p> <p>Day 3: Thurs 25th Feb 2021, 09:30 – 16:30</p>	<p>Deadline for booking onto the programme via the online booking system Intrepid Mon 4th Jan 2021.</p>

OPTION TO TAKE THE ILM LEVEL 5 CERTIFICATE IN EFFECTIVE COACHING AND MENTORING

'In addition, participants can take up the option to be registered and assessed for the Level 5 Certificate in Effective Coaching and Mentoring'. This is a nationally recognised qualification awarded by ILM, and to achieve this, participants will need to complete one written assignment, carry out 18 hours of coaching and mentoring (and keep a coaching and mentoring diary) and undertake a professional discussion and reflection with an assessor.

There is an additional fee for this of £360, which covers registration with ILM, two additional hours of support/tutorial, and assessment for the Certificate.

Course facilitators

The course facilitators are Fiona Stuart-Wilson and Sandy Horvath.

Fiona Stuart-Wilson is a Director of UMD Professional and has worked extensively as a consultant and trainer within dentistry since 1991. She has lectured extensively in both the UK and internationally, including for the FDI, and is a visiting lecturer at the Cyprus International Institute of Management and the European Institute of Management and Finance.

For twelve years Fiona was associate editor of the British Dental Journal, advising on business and management issues, and edited 'Dental Business' for five years. She has served on editorial board of Dental Nursing and is the author of numerous articles in the dental press on the subjects of leadership, management, personal development and coaching and mentoring.

She edited the Better Dental Business book series for the BDA and is author of books on marketing in dental practice, and ethics and professionalism for dental nurses.

Fiona provides mentoring for a number of individual dentists and practice owners and has introduced formal mentoring programmes into a number of organisations both within dentistry and outside. She has regularly provided Postgraduate courses for dentists and teams around the UK over the last three decades and has provided coaching and mentoring training qualifications for the last 5 years.

Sandy Horvath has been a trainer and consultant with UMD Professional since 1997, working with many dental practices and professionals over that period. He has expertise in coaching & mentoring and conflict management, as well as contributing to HR management and leadership programmes. His extensive practical experience of coaching, mentoring and mediation ranges from roles as Senior Family Support Mediator for Youth Services, to the provision of mentoring for the Ecuador Police Narcotics Team on behalf of HM Government's Foreign and Commonwealth Office. Sandy continues to provide mentoring to professionals as well as delivering training in this area and is the lead assessor on UMD Professional's coaching and mentoring programmes.