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July 2024

Please communicate what training is coming up to your team and encourage them to develop their skills in an area that is relevant to their role and of interest to them.

Find **training specific to your directorate** by scrolling below.

New feedback opportunity for leaders

Feedback is important for all leaders and can provide valuable insight into areas of strength, and potential areas of development.

The new **multi-rater feedback program** aims to be authentic, relevant, and part of a positive and supportive process. When coupled with a tailored action plan and one-on-one coaching, multi-rater feedback enables managers to find approaches and resources within themselves to maximise their personal and professional potential, and better support their teams.



All leaders are encouraged to take advantage of this NEW development opportunity.

[Find out more and register your interest.](#)

myHR support team are coming to you

The **myHR support team** are resuming **onsite visits**, providing:

- At the elbow system support
- Group or individual info sessions
- Attendance at meetings if requested.

Book a visit on 3506 2622 (option 1) or MNmyHRSupport@health.qld.gov.au

Support team onsite days:

Mondays - Redcliffe Hospital
Tuesdays - Caboolture Hospital
Wednesdays - TPCH

RBWH, STARS, COH and Mental Health days are being organised but you can make individual appointments or book info sessions if needed.

TMS mandatory training dashboard

Some Metro North educators and managers leading big teams have access to an additional, more detailed TMS dashboard, used for compliance data and high-level reporting.

An **improved version** of the TMS Mandatory Training Dashboard went live on 22 July and users received more information via email.

If you're interested in gaining access to this dashboard, make a request through the [Data Insights Hub](#).

Development opportunity for your staff



The second round of action groups are about to kick off and we need more **staff from across all directorates and streams** to take part in co-designing some important initiatives.

Please **send this information to your staff and ask them to be part of the change, by getting involved** in one or more of the action groups.

[Complete an EOI and find out more](#)

ACTION GROUPS:

A clear capability pathway

MN-wide mentoring program

What does 'great support from an organisation' look like?

Onboarding

Upcoming training

CENTRE FOR LEADERSHIP EXCELLENCE

Statewide workshops have just been released. There are multiple dates for each with limited spots available. Find out more and register now on iLearn.

Conversations that make a difference	iLearn
Customer first leadership	iLearn
Effective writing skills	iLearn
Leading teams	iLearn
Manage4Improvement	iLearn
Step up leadership program	iLearn
Take the lead	iLearn

Wellbeing and resilience	iLearn
Wellbeing leadership	iLearn
Workload, email and meeting management	iLearn

ONLINE

01 Aug	HR Fundamentals – Giving and receiving feedback	TMS
05 Aug	HR Fundamentals – Supporting employees through HR matters	TMS
13 Aug	HR Fundamentals – Flexible work arrangements	TMS
13 Aug	Management Essentials: Finance (workshop 1 of 2)	TMS
15 Aug	Maximising project outcomes (workshop 1 of 4)	TMS
21 Aug	HR Fundamentals – Fostering positive workplaces and relationships	TMS
22 Aug	Maximising stakeholder relationships	TMS
27 Aug	Management Essentials: Finance (workshop 1 of 2)	TMS
27 Aug	Solutions thinking	TMS
27 Aug	HR Fundamentals – Health management	TMS
28 Aug	High performance teams	TMS
28 Aug	The science of storytelling	TMS
29 Aug	Personality and performance culture	TMS
03 Sep	Ignite your leadership program (2-day workshop)	TMS
05 Sep	Management Essentials: HR	TMS
11 Sep	HR Fundamentals – Industrial framework and line manager decision making	TMS
17 Sep	HR Fundamentals – Positive performance management and getting the most out of PDP	TMS
25 Sep	HR Fundamentals – Absence management	TMS
30 Sep	HR Fundamentals – Complaints management: Resolving workplace concerns	TMS
02 Oct	Maximising project outcomes (workshop 1 of 4)	TMS
03 Oct	Management Essentials HR	TMS
09 Oct	HR Fundamentals – Challenging conversations	TMS
17 Oct	The science of storytelling	TMS
17 Oct	Maximising stakeholder relationships	TMS
17 Oct	HR Fundamentals - Giving and receiving feedback	TMS
22 Oct	HR Fundamentals – Conflicts of interest	TMS
22 Oct	Solutions thinking	TMS

23 Oct	High performance teams	TMS
24 Oct	Personality and performance culture	TMS
31 Oct	HR Fundamentals – Domestic and family violence: How to support employees	TMS

HERSTON

26 Jul	Psychological first aid – Applied (STARS)	TMS
30 Jul	Positive psychology coaching – Level 2	TMS
31 Jul	Social & Emotional Wellbeing Officer on site	EMAIL
09 Sep	Coach responsibly – Level 3	TMS
10 Sep	Coaching conversations – Level 1	TMS
16 Sep	Psychological first aid – Applied (STARS)	TMS
26 Sep	Psychological first aid – Applied (STARS)	TMS
03 Oct	Coaching conversations – Level 1	TMS
17 Oct	Positive psychology coaching – Level 2	TMS
17 Oct	Trauma informed care	TMS
22 Oct	Psychological first aid – Applied (STARS)	TMS
24 Oct	Psychological first aid – Foundations (STARS)	TMS
11 Nov	Psychological first aid – Applied (STARS)	TMS
26 Nov	Psychological first aid – Applied (STARS)	TMS

THE PRINCE CHARLES HOSPITAL

24 Jul	Social and emotional wellbeing officer on site	EMAIL
06 Aug	Fire warden skills 1.30pm–2.30pm	Ed Centre
08 Aug	Fire warden skills 9am–10am	Ed Centre
20 Aug	Fire warden skills 9am–10am	Ed Centre
27 Aug	Fire warden skills 1.30pm–2.30pm	Ed Centre
03 Sep	Fire warden skills 1.30pm–2.30pm	Ed Centre
04 Sep	Coaching conversations – Level 1	TMS
05 Sep	Fire warden skills 9am-10am	Ed Centre
12 Sep	Positive psychology coaching – Level 2	TMS
17 Sep	Fire warden skills 9am-10am	Ed Centre
19 Sep	Fire warden skills 1.30pm–2.30pm	Ed Centre

09 Oct	Trauma informed care	TMS
18 Nov	Peer responder training	QHEPS

CABOOLTURE

25 Jul	Social and emotional wellbeing officer on site (satellite hospital)	EMAIL
26 Jul	Social and emotional wellbeing officer on site	EMAIL
30 Jul	Social and emotional wellbeing officer on site	EMAIL
06 Aug	Coaching conversations – Level 1	TMS
02 Sep	Peer responder training	QHEPS
02 Oct	Coaching conversations – Level 1	TMS
07 Nov	Trauma informed care	TMS

COMMUNITY & ORAL HEALTH - BRIGHTON

24 Jul	Social and emotional wellbeing officer on site	EMAIL
27 Aug	Trauma informed care	TMS
29 Oct	Trauma informed care	TMS
13 Nov	Coaching conversations – Level 1	TMS

REDCLIFFE

24 Jul	Social and emotional wellbeing officer on site	EMAIL
25 Jul	Social and emotional wellbeing officer on site (satellite hospital)	EMAIL
01 Aug	Psychological first aid – Foundations	TMS
15 Aug	Psychological first aid – Applied	TMS
16 Aug	Positive psychology coaching – Level 2	TMS
03 Oct	Psychological first aid – Foundations	TMS
09 Oct	Coach responsibly – Level 3	TMS
14 Oct	Psychological first aid – Applied	TMS
22 Oct	Positive psychology coaching – Level 2	TMS
26 Nov	Coaching conversations – Level 1	TMS

Please [contact us](#) if you would like to include some news in the Managers Memo.

We would love to know if this Managers Memo was valuable to you. Is there something you'd like to see in a future edition?

Provide your feedback



Women in Health

Development Scholarships Available

Closing date extended until 31 July
wla.edu.au/industry/health

WOMEN & LEADERSHIP AUSTRALIA

Metro North Health



Queensland Government



Produced by the Metro North Communication Directorate