



February 2025

As a leader, you play a pivotal role in fostering growth, confidence and potential in your team.

By investing in your own development (and allowing your team time to develop themselves), you not only enhance your leadership capabilities but also create a high performing, supportive and positive workplace culture that benefits your staff and our patients.

Explore the training, workshops and resources below. Please forward any information onto your teams that may be of interest.

New unplanned leave resources

Last year, one of our Have Your Say action groups explored **ways to support managers in navigating unplanned leave, while balancing operational demands**. The workshop focused on providing managers with practical strategies to have effective and empathetic conversations about unplanned leave, ensuring both team wellbeing and continuity of care or service delivery.

At Metro North, we're committed to fostering a positive attendance culture and the new [Unplanned Leave QHEPS page](#) houses a comprehensive suite of tools and resources, such as guides for wellness check-ins, links to flexible work information and checklists for managing leave proactively to make the process smoother and more effective for everyone.

If you need additional support, don't hesitate to reach out to your [local People and Culture Partner](#) or [AskHR](#) for personalised advice on managing unplanned leave.

Wellbeing project – We need leader voices!

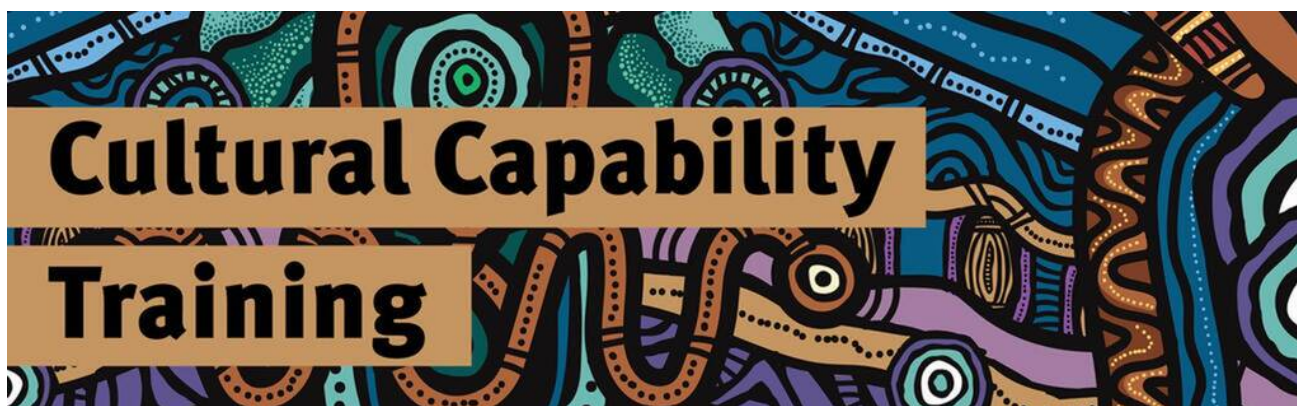
A new project is underway, 'Leading with Wellbeing' which looks at proactive wellbeing for leaders and focuses on quick, easy, and accessible tools and resources to help our managers and teams feel supported and be their best.

People & Culture are **looking for leaders or staff within your team with leadership duties** to be part of

the 'Leading with wellbeing' action group, with a commitment of approximately 2 hours per month until the end of June. Members will play a key role in the project which is being piloted at Communities and Oral Health before being rolled out Metro North-wide.



[Express your interest](#) to be part of the action group, or provide one-off feedback/ideas **by 28 February**. Your voice is essential to ensuring this initiative is practical, meaningful and truly supports teams with proactive wellbeing.



Aboriginal and Torres Strait Islander Cultural Practice Program

Facilitated across various sites by Cultural Capability Officers, this mandatory training **for all staff** strengthens our teams, enhances patient care and fosters a more inclusive and respectful workplace.

Participants will receive practical advice, tools and resources to embed the four guiding principles of the *Aboriginal and Torres Strait Islander Cultural Capability Framework 2010-2033*: Respect and Recognition, Communication, Relationships and Partnerships and Capacity Building.

[Register now](#)

Indigenous Identification course

To ensure Aboriginal and Torres Strait Islander people receive services, cultural support and care the right way, health staff must ask the question: "Are you of Aboriginal and/or Torres Strait Islander origin?"

This course is for **all frontline staff** to understand the importance of Indigenous identification and the correct process to obtain this information.

[Register now](#)

People and Culture

Metro North Health LEADERSHIP



Whether you're a first-time manager or existing leader, develop your skills in one or all these areas with the Metro North Leadership Program.

- Developing your leader identity
- Empowering people and relationships
- Building strong and effective teams
- Leading culture and engagement
- Future-focused leadership

Metro North Leadership Program workshop spotlight:
Leading Culture & Engagement

The Metro North Leadership Program (previously LEMP) is now offered in a flexible format, letting you pick and choose which courses you complete and when, to suit your needs.

The Leading Culture & Engagement workshop is especially timely for you to register for, with the next Have Your Say survey coming up in May.

An element of this course will **help you interpret the survey results** and walkaway with ideas and strategies for managing and improving the culture of your team.

You'll also come away with more insight into how your personal values align to our organisation's values, and feel empowered to create a more inclusive team environment that supports health equity.

[Register and find out more](#)

Learn how to have better conversations at work

From corridor conversations to improving PDPs and helping leaders effectively navigate challenges, coaching skills can be used to empower everyday conversations at work and untap innovation across all levels.

The Metro North Coaching program comprises of three training opportunities: Level 1 – Coaching Conversations, Level 2 - Positive Psychology Coaching and Level 3 – Coaching Ethically and Responsibly. This year the coaching pathway is even more accessible, with **Level 3 moving to an e-learn module** that you can complete in your own time.



Workshops are held every month online and across various Metro North facilities (see dates below). [Sign up now](#) or even consider becoming a Metro North coach.

Public Sector Leadership Development Series

The Public Sector Commission and Chief Executive Leadership Board have again partnered with the Australia and New Zealand School of Government (ANZSOG) and the NeuroLeadership Institute (NLI), to provide these exciting and inspirational masterclasses.

These sessions are free to attend and open to Queensland public sector program leaders, and executives (*AO8/SO/NG10/HP6 and equivalent roles and above only*).

- **Building innovation capability:** 6 March | 10am – 12pm
- **The neuroscience of better engagement at work:** 20 March | 10am-11.30am
- **Power dynamics and influence:** 30 April | 10am - 12pm
- **The neuroscience of building physiological safety:** 20 May | 10am-11.30am
- **Aligning priorities and working in the public interest:** 3 June | 10am - 12pm

[Register your interest](#)

Upcoming training (see online and site-based workshops below open to all staff)

ONLINE

26 Feb	HR Fundamentals - Performance Development Plans (PDP)	TMS
26 Feb	Virtual Courageous Conversation - The Experience Workshop 1 and 2	TMS
27 Feb	Virtual Courageous Conversation - The Experience Workshop 3	TMS
03 Mar	Recruitment Fundamentals - Effective Selection Techniques	TMS
04 Mar	High Performance Teams	TMS
05 Mar	Personality and Performance Culture	TMS
11 Mar	HR Fundamentals - Challenging Conversations	TMS
13 Mar	Recruitment Fundamentals - Recruitment and Selection Info Session	TMS
19 Mar	Virtual Courageous Conversation - The Experience Workshop 4	TMS
24 Mar	HR Fundamentals - Giving and Receiving Feedback	TMS
26 Mar	Maximising Stakeholder Relationships	TMS
26 Mar	Solutions Thinking	TMS
26 Mar	Virtual Courageous Conversation - The Experience Workshop 1 and 2	TMS
27 Mar	Virtual Courageous Conversation - The Experience Workshop 3	TMS
27 Mar	Recruitment Fundamentals - Pre-Employment Checks	TMS
02 Apr	Recruitment Fundamentals - Managing Conflicts of Interest	TMS
08 Apr	HR Fundamentals - Absence Management	TMS
16 Apr	Recruitment Fundamentals - Recruitment and Selection Info Session	TMS
16 Apr	Virtual Courageous Conversation - The Experience Workshop 4	TMS
24 Apr	HR Fundamentals - Health Management	TMS
24 Apr	Recruitment Fundamentals - Referee Reports	TMS
01 May	High Performance Teams	TMS
07 May	HR Fundamentals - Flexible Working Arrangements	TMS
07 May	Recruitment Fundamentals - Selection Report Writing	TMS
08 May	Maximising Project Outcomes - Workshop 1	TMS
13 May	Personality and Performance Culture	TMS
14 May	Recruitment Fundamentals - Recruitment and Selection Info Session	TMS
15 May	Maximising Project Outcomes - Workshop 2	TMS

20 May	Maximising Stakeholder Relationships	TMS
21 May	HR Fundamentals - Conflicts of Interest	TMS
21 May	Solutions Thinking	TMS
22 May	Maximising Project Outcomes - Workshop 3	TMS
29 May	Maximising Project Outcomes - Workshop 4	TMS
29 May	Recruitment Fundamentals - Effective Selection Techniques	TMS

HERSTON

25 Feb	Aboriginal and Torres Strait Islander Cultural Practice Program (RBWH staff)	TMS
25 Feb	Psychological First Aid - All staff	TMS
26 Feb	Aboriginal and Torres Strait Islander Cultural Practice Program (STARS staff)	TMS
27 Feb	Psychological First Aid - Line managers	TMS
04 Mar	Metro North Coaching - Positive Psychology Coaching Level 2	TMS
06 Mar	Metro North Leadership - Building Strong and Effective Teams	TMS
11 Mar	Maximising Project Outcomes - Workshop 1	TMS
11 Mar	Maximising Project Outcomes - Workshop 2	TMS
12 Mar	Aboriginal and Torres Strait Islander Cultural Practice Program (RBWH staff)	TMS
12 Mar	Maximising Project Outcomes - Workshop 3	TMS
12 Mar	Maximising Project Outcomes - Workshop 4	TMS
18 Mar	Management Essentials Finance - Workshop 1	TMS
18 Mar	Management Essentials Finance - Workshop 2	TMS
20 Mar	Psychological Safety	TMS
25 Mar	The Science of Storytelling	TMS
26 Mar	Aboriginal and Torres Strait Islander Cultural Practice Program (RBWH staff)	TMS
26 Mar	Aboriginal and Torres Strait Islander Cultural Practice Program (STARS staff)	TMS
08 Apr	Metro North Leadership - Future-focused Leadership	TMS
09 Apr	Aboriginal and Torres Strait Islander Cultural Practice Program (RBWH staff)	TMS
10 Apr	Metro North Leadership - Empowering People and Relationships	TMS
16 Apr	Psychological First Aid - All staff	TMS
22 Apr	Aboriginal and Torres Strait Islander Cultural Practice Program (RBWH staff)	TMS
23 Apr	Metro North Coaching - Coaching Conversations Level 1	TMS

30 Apr	Management Essentials Finance - Workshop 1	TMS
01 May	Metro North Leadership - Building Strong and Effective Teams	TMS
06 May	Aboriginal and Torres Strait Islander Cultural Practice Program (RBWH staff)	TMS
06 May	The Science of Storytelling	TMS
07 May	Aboriginal and Torres Strait Islander Cultural Practice Program (RBWH staff)	TMS
15 May	Metro North Leadership - Leading Culture and Engagement at Work	TMS
20 May	Psychological First Aid - Line managers	TMS
21 May	Metro North Coaching - Positive Psychology Coaching Level 2	TMS
22 May	Aboriginal and Torres Strait Islander Cultural Practice Program (RBWH staff)	TMS
27 May	Management Essentials Finance - Workshop 1	TMS
27 May	Management Essentials Finance - Workshop 2	TMS
27 May	Metro North Leadership - Developing Your Leader Identity	TMS
28 May	Psychological First Aid - All staff	TMS
29 May	Aboriginal and Torres Strait Islander Cultural Practice Program (STARS staff)	TMS
29 May	Metro North Leadership - Future-focused Leadership	TMS

THE PRINCE CHARLES HOSPITAL

25 Feb	Social and Emotional Wellbeing Program - Manager In-Service	TMS
03 Mar	Aboriginal and Torres Strait Islander Cultural Practice Program	TMS
11 Mar	Social and Emotional Wellbeing Program - Manager In-Service	TMS
17 Mar	Aboriginal and Torres Strait Islander Cultural Practice Program	TMS
18 Mar	Psychological Safety	TMS
07 Apr	Aboriginal and Torres Strait Islander Cultural Practice Program	TMS
08 Apr	Social and Emotional Wellbeing Program - Manager In-Service	TMS
22 Apr	Social and Emotional Wellbeing Program - Manager In-Service	TMS
28 Apr	Aboriginal and Torres Strait Islander Cultural Practice Program	TMS
01 May	Metro North Coaching - Coaching Conversations Level 1	TMS
06 May	Metro North Coaching - Positive Psychology Coaching Level 2	TMS
12 May	Aboriginal and Torres Strait Islander Cultural Practice Program	TMS
13 May	Psychological First Aid - All staff	TMS
13 May	Social and Emotional Wellbeing Program - Manager In-Service	TMS

27 May	Social and Emotional Wellbeing Program - Manager In-Service	TMS
28 May	Psychological First Aid - Line managers	TMS

CABOOLTURE, KILCOY & SATELLITE HEALTH CENTRES

06 Mar	Social and Emotional Wellbeing Program - Manager In-Service	TMS
12 Mar	Aboriginal and Torres Strait Islander Cultural Practice Program	TMS
20 Mar	Social and Emotional Wellbeing Program - Manager In-Service	TMS
09 Apr	Social and Emotional Wellbeing Program - Manager In-Service	TMS
24 Apr	Social and Emotional Wellbeing Program - Manager In-Service	TMS
29 Apr	Aboriginal and Torres Strait Islander Cultural Practice Program	TMS
06 May	Social and Emotional Wellbeing Program - Manager In-Service	TMS
22 May	Aboriginal and Torres Strait Islander Cultural Practice Program	TMS

COMMUNITY & ORAL HEALTH, NORTH LAKES & BRIGHTON

28 Feb	Aboriginal and Torres Strait Islander Cultural Practice Program	TMS
20 Mar	Metro North Coaching - Coaching Conversations Level 1	TMS
26 Mar	Aboriginal and Torres Strait Islander Cultural Practice Program	TMS
17 Apr	Psychological First Aid - All staff	TMS
14 May	Aboriginal and Torres Strait Islander Cultural Practice Program	TMS
22 May	Psychological First Aid - Line managers	TMS

REDCLIFFE

11 Mar	Social and Emotional Wellbeing Program - Manager In-Service	TMS
13 Mar	Psychological First Aid - All staff	TMS
20 Mar	Aboriginal and Torres Strait Islander Cultural Practice Program	TMS
25 Mar	Metro North Coaching - Coaching Conversations Level 1	TMS
25 Mar	Social and Emotional Wellbeing Program - Manager In-Service	TMS
27 Mar	Psychological First Aid - Line managers	TMS
08 Apr	Metro North Coaching - Positive Psychology Coaching Level 2	TMS

09 Apr	Social and Emotional Wellbeing Program - Manager In-Service	TMS
17 Apr	Aboriginal and Torres Strait Islander Cultural Practice Program	TMS
23 Apr	Social and Emotional Wellbeing Program - Manager In-Service	TMS
06 May	Psychological Safety	TMS
14 May	Social and Emotional Wellbeing Program - Manager In-Service	TMS
15 May	Aboriginal and Torres Strait Islander Cultural Practice Program	TMS
20 May	Metro North Coaching - Coaching Conversations Level 1	TMS
29 May	Social and Emotional Wellbeing Program - Manager In-Service	TMS



VIRTUAL COURAGEOUS CONVERSATION: THE EXPERIENCE™

Virtual Courageous Conversation: The Experience™ (VCC) is an online learning experience that provides participants with a way to talk about race, intentionally and effectively.

Core workshop topics and concepts

- Courageous Conversation Protocol
- Racial Identity Development and Practice
- (De)Constructing Systemic Racism
- Decolonisation through Building Racial Consciousness

How to register

- Search via [Talent Management System \(TMS\)](#) 'Virtual Courageous Conversation: The Experience' to enrol in an upcoming class.
- 79 spots and 80 waitlist spots available

For additional information, please contact Andrew via ATSILT_CapacityBuilding@health.qld.gov.au





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

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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

