



Level up your skills by enrolling in one or more of the courses in this email, pass it onto your team to take control of their career progression, and get the most out of the Have Your Say survey by staying up to date on next steps and what's expected of you as a leader.



A great addition to our learning and development offering, and off the back of Have Your Say feedback in 2023, is the recently launched Metro North Mentoring Program.

A structured, yet flexible initiative designed to foster meaningful mentoring relationships, the program empowers mentees to take the lead in choosing their mentor through a 'self-service' approach but offers support and resources for both parties to get the most out of the experience.

Pass this information on to your team—it's a great goal for PDPs and a way to gain support when looking to progress your career. Explore the [QHEPS pages](#) and [consider becoming a mentor](#) yourself!

POSITIVES OF MENTORING

For the mentee

Mentoring offers mentees personalised, practical guidance that goes beyond generic advice, making skill development more nuanced and applicable. This tailored support helps mentees navigate challenges, seize opportunities, and accelerate their career progression.

For the mentor

Mentoring is also a powerful tool for the mentor's personal and professional growth. By guiding and supporting others, mentors refine their leadership skills, strengthen their communication abilities, and gain fresh perspectives that enhance their own professional development.



STAFF SURVEY HAS CLOSED

NEXT STEPS...

Metro North's Have Your Say staff survey closed on Sunday, 8 June with a 43% participation rate. It will be exciting to see what the data tells us.

Before results are released in August, here's what you can be doing to prepare:

- Tune into the ['Goal setting and taking action'](#) vidcast on 24 June (find out more below) to learn about the simplified goal setting process for managers (rather than action plan).
- Register for the [Personal Preparation: Navigating Have Your Say Feedback workshop](#). While you can't always anticipate the feedback you'll receive, you can prepare yourself to listen openly, reflect thoughtfully, and take meaningful steps forward. The results may be challenging at times, but they're also an opportunity to understand your team better and grow as a leader.
- Look out for the *Have Your Say e-learning module* to be available for registration in July, so once results are released the module can help you interpret them.

We know that positive workplace culture supports staff retention, engagement and better patient outcomes. Use Have your Say as a tool to unite your team and work toward shared goals.

Goal setting and taking action vidcast

Tuesday, 24 June | 1pm-1.30pm

Tune into this vidcast to hear from **Hannah Gowans**, Metro North's People and Culture manager and **Oliver Mason**, Director at STARS and Clinical Council member, about how you can best prepare yourself for the upcoming Have Your Say survey results, and use the feedback to take simple, yet meaningful action.

All managers should've been sent a calendar invite, but you can [join the vidcast here](#)



Personal Preparation: Navigating Have Your Say Feedback workshop

Various upcoming dates – [register now](#)

Whether positive or negative (or both) feedback, this one-hour, online session is designed to help you, as a leader, confidently receive, interpret, and respond to employee engagement results.

Why attend?

- Learn how to navigate feedback conversations with empathy
- Build personal and team resilience when navigating difficult feedback
- Access tools to support your team during and after the survey

We want to hear your ideas for alternative learning and development formats. We know not all staff can access long workshops and we're working on new ways of delivering training.

Tell us your out of the box ideas



A clear pathway for our admin and ops staff

A [new career pathways QHEPS page](#) has launched for our **administration and operations** employees, to provide clearer career progression mapping for these workforce groups and empower our people to take the next step in exploring their development options.

As the backbone of our health system, the personal growth of your administration and operational team members matters. Use this information in PDP conversations, and encourage your staff to take control of their career journey with these tools and support tailored to them.

Finance Solutions Showcase 2025

The Department of Health, Finance Solutions Showcase is running through to December 25 and has 23 online training options on programs like DSS, BPT, EPIC and s4Hana. Some workshop topics include, Nurse Manager Reports, Understanding Labour Costs, Workforce Full-time Equivalents and more.

[More info and how to register](#)

**Special guest presentation
Dr Michael Young**

Alternatives to hospitalisation: the future of home-based care

**Monday 30 June, 9.30am – 11am
UQ Centre for Clinical Research
Auditorium RBWH and via Teams**

Click here to register



About the presenter

Dr Michael Young is a Rural Generalist and a well-known healthcare influencer and innovator in Australia and internationally.

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

METRO NORTH LEADERSHIP PROGRAM

Held at the Clinical Skills Development Service at Herston, but open to staff across Metro North

26 Jun	Future Focused Leadership	TMS
2 Sep	Empowering People and Relationships	TMS
10 Sep	Building Strong and Effective Teams	TMS
16 Sep	Leading Culture and Engagement at Work	TMS
24 Sep	Developing Your Leader Identity	TMS
30 Sep	Future Focused Leadership	TMS

ONLINE

19 Jun	HR Fundamentals - Fostering Positive Workplaces and Relationships	TMS
23 Jun	Personal Preparation: Navigating Have Your Say Feedback	TMS
25 Jun	Recruitment Fundamentals - Managing Conflicts of Interest	TMS
30 Jun	Alternatives to hospitalisation: the future of home-based care	REGISTER

3 Jul	HR Fundamentals - Supporting Employees Through HR Matters	TMS
8 Jul	Personal Preparation: Navigating Have Your Say Feedback	TMS
10 Jul	Recruitment Fundamentals - Selection Report Writing	TMS
15 Jul	HR Fundamentals - Domestic & Family Violence - Employee Support	TMS
23 Jul	Personal Preparation: Navigating Have Your Say Feedback	TMS
30 Jul	Recruitment Fundamentals - Referee Reports	TMS
31 Jul	HR Fundamentals - Industrial Framework and Managerial Obligations	TMS
7 Aug	Recruitment Fundamentals - Effective Selection Techniques	TMS
11 Aug	HR Fundamentals - Positive Performance Management	TMS
19 Aug	HR Fundamentals - Performance Development Plans (PDP)	TMS
27 Aug	Recruitment Fundamentals - Pre-Employment Checks	TMS
11 Sep	HR Fundamentals - Challenging Conversations	TMS
11 Sep	Recruitment Fundamentals - Managing Conflicts of Interest	TMS
24 Sep	HR Fundamentals - Giving and Receiving Feedback	TMS
24 Sep	Recruitment Fundamentals - Selection Report Writing	TMS

HERSTON

13 Jun	Indigenous Identification (STARS Staff)	TMS
17 Jun	Indigenous Identification (RBWH Staff)	TMS
17 Jun	Management Essentials HR	TMS
18 Jun	Aboriginal & Torres Strait Islander Cultural Practice Program (RBWH Staff)	TMS
18 Jun	Indigenous Identification (STARS Staff)	TMS
25 Jun	Metro North Coaching - Positive Psychology Level 2	TMS
26 Jun	Indigenous Identification (STARS Staff)	TMS
26 Jun	Management Essentials Finance - Workshop 1	TMS
26 Jun	Management Essentials Finance - Workshop 2	TMS
2 Jul	Aboriginal & Torres Strait Islander Cultural Practice Program (STARS Staff)	TMS
4 Jul	Indigenous Identification (STARS Staff)	TMS
14 Jul	Indigenous Identification (STARS Staff)	TMS
16 Jul	Aboriginal & Torres Strait Islander Cultural Practice Program (STARS Staff)	TMS
23 Jul	Indigenous Identification (STARS Staff)	TMS

1 Aug	Indigenous Identification (STARS Staff)	TMS
6 Aug	Indigenous Identification (STARS Staff)	TMS
12 Aug	Indigenous Identification (STARS Staff)	TMS
13 Aug	Aboriginal & Torres Strait Islander Cultural Practice Program (STARS Staff)	TMS
27 Aug	Aboriginal & Torres Strait Islander Cultural Practice Program (STARS Staff)	TMS
28 Aug	Psychological Safety	TMS
3 Sep	Aboriginal & Torres Strait Islander Cultural Practice Program (STARS Staff)	TMS
4 Sep	Indigenous Identification (STARS Staff)	TMS
17 Sep	Aboriginal & Torres Strait Islander Cultural Practice Program (STARS Staff)	TMS
19 Sep	Indigenous Identification (STARS Staff)	TMS
23 Sep	Indigenous Identification (STARS Staff)	TMS
30 Sep	Indigenous Identification (STARS Staff)	TMS

THE PRINCE CHARLES HOSPITAL

15 Jul	Customer Service First (TPCH Staff)	TMS
21 Jul	Meeting & Minute Taking (TPCH Staff)	TMS
22 Jul	Beginner Excel (TPCH Staff)	TMS
4 Aug	Aboriginal & Torres Strait Islander Cultural Practice Program (TPCH Staff)	TMS
5 Aug	Get The Job (TPCH Staff)	TMS
8 Aug	Aboriginal & Torres Strait Islander Cultural Practice Program (TPCH Staff)	TMS
10 Sep	Customer Service First (TPCH Staff)	TMS

CABOOLTURE, KILCOY & SATELLITE HEALTH CENTRES

18 Jun	Aboriginal & Torres Strait Islander Cultural Practice Program (CKW Staff)	TMS
16 Jul	Indigenous Identification (STARS Staff)	TMS
29 Jul	Aboriginal & Torres Strait Islander Cultural Practice Program (CKW Staff)	TMS
14 Aug	Indigenous Identification (CKW Staff)	TMS
19 Aug	Aboriginal & Torres Strait Islander Cultural Practice Program (CKW Staff)	TMS
9 Sep	Indigenous Identification (CKW Staff)	TMS
24 Sep	Aboriginal & Torres Strait Islander Cultural Practice Program (CKW Staff)	TMS

COMMUNITY & ORAL HEALTH, NORTH LAKES & BRIGHTON

16 Jul	Aboriginal & Torres Strait Islander Cultural Practice Program (COH Staff)	TMS
4 Aug	Recognising and Responding to Acute Deterioration (COH Staff)	TMS
10 Sep	Recognising and Responding to Acute Deterioration (COH Staff)	TMS
24 Sep	Aboriginal & Torres Strait Islander Cultural Practice Program (COH Staff)	TMS

REDCLIFFE

19 Jun	Aboriginal & Torres Strait Islander Cultural Practice (Redcliffe Staff)	TMS
19 Jun	Indigenous Identification (Redcliffe Staff)	TMS
17 Jul	Indigenous Identification (Redcliffe Staff)	TMS
14 Aug	Aboriginal & Torres Strait Islander Cultural Practice (Redcliffe Staff)	TMS
28 Aug	Indigenous Identification (Redcliffe Staff)	TMS
4 Sep	Aboriginal & Torres Strait Islander Cultural Practice (Redcliffe Staff)	TMS
25 Sep	Indigenous Identification (Redcliffe Staff)	TMS
25 Sep	Psychological First Aid - Line Managers	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



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Produced by the Metro North Communication Directorate