

LEADERSHIP & MANAGEMENT | COURSE BROCHURE

Healthcare Leadership and Management

5 days | Classroom training | English

SMART HORIZON

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Course content

Why attend

Healthcare organisations face rising demand, workforce shortages, financial pressure and high expectations for quality and patient safety. This course equips clinical and non-clinical managers with leadership and management skills tailored to healthcare settings. Topics include healthcare systems and strategy, leading multidisciplinary teams, quality and patient safety, operational and financial management, workforce wellbeing and leading change in complex care environments.

Healthcare leaders must balance clinical quality, patient experience, staff wellbeing and limited resources. This course gives you practical frameworks and tools to lead effectively in this demanding environment.

Professional Problems This Course Is Designed to Solve

• Difficulty translating subject knowledge into practical workplace decisions.
• Inconsistent approaches to the activities covered in the course outline.
• Lack of a structured plan for applying and reviewing new skills.

Course methodology

The course uses healthcare case studies, team exercises, quality improvement tools, financial scenarios and peer discussion between clinical and administrative participants.

Course objectives

By the end of this course, participants will be able to:
• Understand healthcare system structures and strategic challenges
• Lead multidisciplinary clinical and non-clinical teams
• Apply quality improvement and patient safety principles
• Manage operations, capacity and patient flow
• Understand healthcare finance and resource allocation
• Lead change while supporting staff wellbeing

Target audience

This course is suitable for:
• Hospital and clinic managers
• Clinical leaders such as head nurses and medical directors
• Healthcare administrators
• Quality and patient safety managers
• Professionals moving into healthcare management



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Target competencies

Participants will develop competencies in:

- Healthcare leadership
- Multidisciplinary team management
- Patient safety
- Patient flow management
- Healthcare finance awareness
- Change leadership

Course outline

Day 1: The Healthcare Environment

09:00–09:54	Healthcare systems and funding models
09:54–10:48	Strategic challenges and trends
10:48–11:00	Stakeholders in healthcare
11:00–11:30	**Coffee break**
11:30–12:12	Stakeholders in healthcare (continued)
12:12–13:06	Values-based leadership in care
13:06–14:00	Exercise: Mapping challenges in your organisation

Day 2: Leading Healthcare Teams

09:00–09:54	Leading multidisciplinary teams
09:54–10:48	Clinical and managerial collaboration
10:48–11:00	Communication and handovers
11:00–11:30	**Coffee break**
11:30–12:12	Communication and handovers (continued)
12:12–13:06	Conflict and difficult conversations
13:06–14:00	Case study: Improving team working on a ward



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Day 3: Quality and Patient Safety

09:00–09:54	Quality dimensions in healthcare
09:54–10:48	Patient safety culture and incident reporting
10:48–11:00	Clinical governance
11:00–11:30	**Coffee break**
11:30–12:12	Clinical governance (continued)
12:12–13:06	Quality improvement methods
13:06–14:00	Workshop: Applying improvement tools to a care process

Day 4: Operations and Finance

09:00–09:54	Capacity, demand and patient flow
09:54–10:48	Scheduling and resource utilisation
10:48–11:00	Healthcare budgets and cost control
11:00–11:30	**Coffee break**
11:30–12:12	Healthcare budgets and cost control (continued)
12:12–13:06	Performance indicators
13:06–14:00	Exercise: Reducing waiting times

Day 5: Leading Change and Wellbeing

09:00–09:54	Change management in healthcare
09:54–10:48	Staff wellbeing and burnout prevention
10:48–11:00	Digital health and innovation
11:00–11:30	**Coffee break**
11:30–12:12	Digital health and innovation (continued)
12:12–13:06	Personal leadership development
13:06–14:00	Capstone: Healthcare leadership action plan

The timings provided are estimates and may vary depending on the number of participants and the discussions taking place during the



Course content

sessions. They are indicative only and do not constitute a binding commitment.

Dates, venues and fees

Current published course plans. Fees are per participant in EUR, excluding unconfirmed taxes.

Venue	Start date	End date	Fee (EUR)
Kuala Lumpur Confirmed dates	9 Nov 2026	13 Nov 2026	**€1,450.–**
Online Confirmed dates	9 Nov 2026	13 Nov 2026	**€1,250.–**
Paris Confirmed dates	23 Nov 2026	27 Nov 2026	**€2,860.–**
Online Confirmed dates	23 Nov 2026	27 Nov 2026	**€1,250.–**
Istanbul Confirmed dates	7 Dec 2026	11 Dec 2026	**€2,650.–**
Online Confirmed dates	7 Dec 2026	11 Dec 2026	**€1,250.–**
Amsterdam Confirmed dates	14 Dec 2026	18 Dec 2026	**€2,540.–**
Online Confirmed dates	14 Dec 2026	18 Dec 2026	**€1,250.–**



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Dates, venues and fees (continued)

Venue	Start date	End date	Fee (EUR)
Rome Confirmed dates	4 Jan 2027	8 Jan 2027	**€2,450.-**
Online Confirmed dates	4 Jan 2027	8 Jan 2027	**€1,250.-**
Singapore Confirmed dates	11 Jan 2027	15 Jan 2027	**€2,820.-**
Online Confirmed dates	11 Jan 2027	15 Jan 2027	**€1,250.-**
London Confirmed dates	25 Jan 2027	29 Jan 2027	**€2,450.-**
Online Confirmed dates	25 Jan 2027	29 Jan 2027	**€1,250.-**
Dubai Confirmed dates	8 Feb 2027	12 Feb 2027	**€3,150.-**
Online Confirmed dates	8 Feb 2027	12 Feb 2027	**€1,250.-**
Frankfurt Confirmed dates	22 Feb 2027	26 Feb 2027	**€2,650.-**



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Dates, venues and fees (continued)

Venue	Start date	End date	Fee (EUR)
Online Confirmed dates	22 Feb 2027	26 Feb 2027	**€1,250.-**
Kuala Lumpur Confirmed dates	8 Mar 2027	12 Mar 2027	**€1,450.-**
Online Confirmed dates	8 Mar 2027	12 Mar 2027	**€1,250.-**
Vienna Confirmed dates	15 Mar 2027	19 Mar 2027	**€2,940.-**
Online Confirmed dates	15 Mar 2027	19 Mar 2027	**€1,250.-**
Paris Confirmed dates	22 Mar 2027	26 Mar 2027	**€2,860.-**
Online Confirmed dates	22 Mar 2027	26 Mar 2027	**€1,250.-**
Istanbul Confirmed dates	12 Apr 2027	16 Apr 2027	**€2,650.-**
Online Confirmed dates	12 Apr 2027	16 Apr 2027	**€1,250.-**



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Dates, venues and fees (continued)

Venue	Start date	End date	Fee (EUR)
Amsterdam Confirmed dates	26 Apr 2027	30 Apr 2027	**€2,540.-**
Online Confirmed dates	26 Apr 2027	30 Apr 2027	**€1,250.-**
Cape Town Confirmed dates	3 May 2027	7 May 2027	**€1,890.-**
Online Confirmed dates	3 May 2027	7 May 2027	**€1,250.-**
Singapore Confirmed dates	10 May 2027	14 May 2027	**€2,820.-**
Online Confirmed dates	10 May 2027	14 May 2027	**€1,250.-**
London Confirmed dates	24 May 2027	28 May 2027	**€2,450.-**
Online Confirmed dates	24 May 2027	28 May 2027	**€1,250.-**
Dubai Confirmed dates	14 Jun 2027	18 Jun 2027	**€3,150.-**



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Dates, venues and fees (continued)

Venue	Start date	End date	Fee (EUR)
Online Confirmed dates	14 Jun 2027	18 Jun 2027	**€1,250.–**
Frankfurt Confirmed dates	21 Jun 2027	25 Jun 2027	**€2,650.–**
Online Confirmed dates	21 Jun 2027	25 Jun 2027	**€1,250.–**
Barcelona Confirmed dates	5 Jul 2027	9 Jul 2027	**€2,840.–**
Online Confirmed dates	5 Jul 2027	9 Jul 2027	**€1,250.–**
Kuala Lumpur Confirmed dates	12 Jul 2027	16 Jul 2027	**€1,450.–**
Online Confirmed dates	12 Jul 2027	16 Jul 2027	**€1,250.–**
Paris Confirmed dates	26 Jul 2027	30 Jul 2027	**€2,860.–**
Online Confirmed dates	26 Jul 2027	30 Jul 2027	**€1,250.–**



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Dates, venues and fees (continued)

Venue	Start date	End date	Fee (EUR)
Istanbul Confirmed dates	9 Aug 2027	13 Aug 2027	**€2,650.-**
Online Confirmed dates	9 Aug 2027	13 Aug 2027	**€1,250.-**
Amsterdam Confirmed dates	23 Aug 2027	27 Aug 2027	**€2,540.-**
Online Confirmed dates	23 Aug 2027	27 Aug 2027	**€1,250.-**
Rome Confirmed dates	6 Sept 2027	10 Sept 2027	**€2,450.-**
Online Confirmed dates	6 Sept 2027	10 Sept 2027	**€1,250.-**
Singapore Confirmed dates	13 Sept 2027	17 Sept 2027	**€2,820.-**
Online Confirmed dates	13 Sept 2027	17 Sept 2027	**€1,250.-**
London Confirmed dates	20 Sept 2027	24 Sept 2027	**€2,450.-**



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Dates, venues and fees (continued)

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Online Confirmed dates	20 Sept 2027	24 Sept 2027	**€1,250.–**
Dubai Confirmed dates	11 Oct 2027	15 Oct 2027	**€3,150.–**
Online Confirmed dates	11 Oct 2027	15 Oct 2027	**€1,250.–**
Frankfurt Confirmed dates	25 Oct 2027	29 Oct 2027	**€2,650.–**
Online Confirmed dates	25 Oct 2027	29 Oct 2027	**€1,250.–**
Cape Town Confirmed dates	1 Nov 2027	5 Nov 2027	**€1,890.–**
Online Confirmed dates	1 Nov 2027	5 Nov 2027	**€1,250.–**
Kuala Lumpur Confirmed dates	8 Nov 2027	12 Nov 2027	**€1,450.–**
Online Confirmed dates	8 Nov 2027	12 Nov 2027	**€1,250.–**



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Dates, venues and fees (continued)

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Paris Confirmed dates	22 Nov 2027	26 Nov 2027	**€2,860.–**
Online Confirmed dates	22 Nov 2027	26 Nov 2027	**€1,250.–**
Istanbul Confirmed dates	6 Dec 2027	10 Dec 2027	**€2,650.–**
Online Confirmed dates	6 Dec 2027	10 Dec 2027	**€1,250.–**
Amsterdam Confirmed dates	13 Dec 2027	17 Dec 2027	**€2,540.–**
Online Confirmed dates	13 Dec 2027	17 Dec 2027	**€1,250.–**



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Plan your next step

Dates, availability, exact venue, taxes, inclusions and payment terms require written confirmation. This brochure is not a quotation, registration, booking confirmation or visa invitation. Participants receive a Smart Horizon certificate of attendance; programmes are not externally accredited and do not award a professional qualification or designation. Confirm arrangements before booking travel.

For group or in-house training, contact our learning team to discuss your objectives and delivery arrangements.

Contact Smart Horizon

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